



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of August-2018

GESCOM

Sl. No.	Nature of Service	Standards Of Performance (Maximum time limit for rendering service)	Number of Cases pending at the beginning of the month	Number of Cases received during the month	Total	Cases attended to within the Time limit prescribed in the Regulation	Cases attended to beyond the Time limit prescribed in the Regulation	Balance at the end of the month	Reasons for the delay in attending the cases
1	2	3	4	5	6=4+5	7	8	9=6-7-8	10
1	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	3	16832	16835	16102	727	6	
	Rural Areas	Within 24 Hrs	11	11370	11381	10528	833	20	Fault can not traced within time
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	15	232	247	236	4	7	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	10	362	372	361	8	3	
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	5	78	83	67	2	14	Non availability of DTCs
	Rural Areas	Within 72 Hrs	315	1173	1488	1122	114	252	
4	Period of Scheduled Outages								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	39	39	37	2	0	
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	4	146	150	113	4	33	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	0	116	116	85	2	29	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	77	77	75	2	0	
within 24 hrs. in Rural areas		0	102	102	90	0	12		
6	Meter Complaints								
	Inspect and check correctness	Within 7 days	103	536	639	531	44	64	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	14	163	177	152	10	15	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	296	238	534	212	6	316	
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	5	203	208	201	2	5		

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7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	12204	5194	17398	6138	148	11112	1. Due to data migration by M/s Infosys ,application not processed and has been pending due to not observance of formalities by applicants. 2. WAMS : a)In field activity GIS mapping consumes lot of time for opening of GIS mapping net connection due to server problem b) After furnishing side RRNo. Pole ID the system will not accept the proposals. (side RRNo pole ID) II. Under CCB 1) after furnishing payment details meter procurement letter will be generated on the basis of letter, the installation will be serviced
	Release of supply where network expansion/enhancement required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	53	56	109	61	0	48	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	579	344	923	257	7	659	Deposit not paid work is being carried out as per the seniority & availability of line materials
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	0	149	149	145	4	0	After payment of charges within30 days complaint will be attend
10	Conversion of LT single phase to LT three phase Conversion from LT to HT and vice versa	Within 30 days from the date of payment of charges	2	19	21	19	0	2	
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	23	5018	5041	3876	1040	125	

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	If additional information is required	Within 7 days of receipt of complaint	3	2346	2349	1566	772	11	

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12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	85342	39798	125140	24722	520	99898	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	34018	21565	55583	18557	422	36604	
13	Payment of solatium in cases of electric accidents								
	Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Within 7 days without waiting for report from Chief Electrical Inspector to Govt.(CEIG)	7	9	16	6	0	10	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	0	0	0	0	0	0	work under process
14	Refund of Deposits	Within 60 days receipt of request	0	0	0	0	0	0	
15	Issue of certificates	On the same day of receipt of request	0	59	59	59	0	0	