

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of Aug-2019

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	0	17168	17168	17035	132	1	Fault can not traced within time
	Rural Areas	Within 24 Hrs	104	12559	12663	12460	180	23	Fault can not traced within time
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	391	391	390	0	1	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	16	1200	1216	1193	0	23	Fault can not traced within time
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	9	201	210	198	0	12	Non availability of DTCs
	Rural Areas	Within 72 Hrs	152	1176	1328	1138	39	151	
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	59	59	57	0	2	Fault can not traced within time
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	2	387	389	380	0	9	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	79	101	180	94	5	81	Fault can not traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities within 24 hrs. in Rural areas	0 4	78 29	78 33	78 29	0 0	0 4	- Fault can not traced within time

6	Meter Complaints								
	Inspect and check correctness	Within 7 days	126	1079	1205	1072	3	130	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	10	128	138	126	1	11	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	533	157	690	158	0	532	
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	17	285	302	285	0	17		
7	Application for new connection/additional load								
	Release of supply where service is feasible from existing network	Within one month	10016	11072	21088	10280	409	10399	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 and FNO like Deposit not paid
	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	67	58	125	71	0	54	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniority (The number of nem connections shall be limited to the target fixed in the year)	1339	600	1939	651	45	1243	Deposit not paid work is being carried out as per the seniority & availability of line materials

8	Errection of Sub-station	NA	0	0	0	0	0	0	-
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	13	195	208	198	0	10	work under progress
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	3	36	39	34	0	3	work under progress
Resolution of complaints on consumer's Bills									
11	If no additional information is required	Within 24 Hrs of receipt of complaint	1053	2436	3489	2219	186	1084	work under progress
	If additional information is required	Within 7 days of receipt of complaint	0	224	224	212	12	0	-
Reconnection of supply following disconnection									
12	Towns and cities	On the same day of receipt of request	50218	16535	66753	17048	94	49611	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	47615	16371	63986	17517	140	46329	
Payment of solatium in cases of electric accidents									
13	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)	5	7	12	0	4	8	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	28	1	29	2	0	27	Relevant Documents not submitted by Victims family
14	Refund of Deposits	Within 60 days receipt of request	45	0	45	0	0	45	work under progress
15	Issue of certificates	On the same day of receipt of request	32	54	86	16	0	70	Consumer not paid deposit

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