



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of December-2017

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	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
	<u>Normal Fuse Off</u>								
1	Cities & Towns	Within 6 Hrs	13	12591	12604	12176	428	0	
	Rural Areas	Within 24 Hrs	23	12289	12312	11997	315	0	
	<u>Line Break downs</u>								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	51	292	343	282	61	0	
	Rural Areas	Within 24 Hrs (in all cases)	81	732	813	703	110	0	
	<u>Distribution Transformer failure</u>								
3	Cities & Towns	Within 24 Hrs	31	77	108	77	9	22	Non availability of DTCs
	Rural Areas	Within 72 Hrs	321	724	1045	737	14	294	
	<u>Period of Scheduled Outages</u>								
4	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	2	43	45	43	2	0	
	<u>Voltages variations</u>								
5	Where no expansion or enhancement of network is involved	Within 7 days	2	395	397	394	1	2	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	6	28	34	24	4	6	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	73	73	71	2	0	
		within 24 hrs. in Rural areas	13	42	55	40	2	13	
	<u>Meter Complaints</u>								
	Inspect and check correctness	Within 7 days	88	873	961	822	10	129	

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6	Replace slow creeping or stuck meters	Within 10 days	2	111	113	102	10	1	Due to non-availability of meters
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	499	262	761	386	5	370	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	1	100	101	93	6	2	

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9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	135	277	412	276	0	136	After payment of charges within 30 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	9	30	39	30	0	9	
Resolution of complaints on consumer's Bills									
11	If no additional information is required	Within 24 Hrs of receipt of complaint	270	4174	4444	3742	702	0	Due to insufficient/wrong data
	If additional information is required	Within 7 days of receipt of complaint	2	788	790	634	127	29	

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12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	85675	57273	142948	48539	449	93960	Affer payment of bill within 24Hrs Power supply given .
Rural Areas	Within 24 hrs of receipt of payment from consumer	13809	30227	44036	30013	1262	12761		
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)	5	0	5	0	0	5	Documents not submitted by owner of the animal
	In other cases	Within 30 days after receipt of report from CEIG	1	0	1	0	0	1	work under process
14	Refund of Deposits	Within 60 days receipt of request	1	0	1	0	0	1	
15	Issue of certificates	On the same day of receipt of request	0	121	121	121	0	0	