



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

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

GESCO

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	13750	13750	13551	199	0	
	Rural Areas	Within 24 Hrs	0	9761	9761	9454	307	0	
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	295	295	277	18	0	
	Rural Areas	Within 24 Hrs (in all cases)	0	888	888	856	32	0	
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	8	112	120	86	0	34	Non availability of DTCs
	Rural Areas	Within 72 Hrs	328	515	843	605	62	176	
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	25	25	25	0	0	-
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	30	118	148	98	26	24	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	5	107	112	109	1	2	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	1	57	58	58	0	0	
within 24 hrs. in Rural areas		0	75	75	75	0	0		
6	Meter Complaints								
	Inspect and check correctness	Within 7 days	150	628	778	698	2	78	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	14	199	213	196	0	17	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	382	166	548	135	0	413	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	7	161	168	158	1	9	

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7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	11466	7843	19309	7508	4218	7583	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
	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	77	277	354	299	2	53	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)	1137	4931	6068	4617	52	1399	Deposit not paid work is being carried out as per the seniority & availability of line materials
8	Erection of Sub-station	na	0	0	0	0	0	0	
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	11	160	171	126	0	45	
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	5	8	13	2	1	10	After payment of charges within30 days complaint will be attend
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	2445	2445	2105	340	0	
	If additional information is required	Within 7 days of receipt of complaint	0	481	481	441	40	0	

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12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	29393	27498	56891	25777	165	30949	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	42162	17508	59670	15706	240	43724	
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	4	9	4	3	2	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	0	0	0	0	0	0	-
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	123	123	123	0	0	