



## GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

### Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of February-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
	<b><u>Normal Fuse Off</u></b>								
1	Cities & Towns	Within 6 Hrs	0	10916	10916	10496	420	0	
	Rural Areas	Within 24 Hrs	0	9922	9922	9618	304	0	
	<b><u>Line Break downs</u></b>								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	3	252	255	246	8	1	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	0	751	751	707	38	6	
	<b><u>Distribution Transformer failure</u></b>								
3	Cities & Towns	Within 24 Hrs	14	44	58	46	3	9	Non availability of DTCs
	Rural Areas	Within 72 Hrs	270	519	789	491	63	235	
	<b><u>Period of Scheduled Outages</u></b>								
4	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	51	51	49	2	0	
	<b><u>Voltages variations</u></b>								
5	Where no expansion or enhancement of network is involved	Within 7 days	2	125	127	124	1	2	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	1	29	30	21	7	2	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	40	40	38	2	0	
		within 24 hrs. in Rural areas	0	31	31	24	7	0	
	<b><u>Meter Complaints</u></b>								
6	Inspect and check correctness	Within 7 days	116	1013	1129	906	12	211	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	9	113	122	104	11	7	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	337	199	536	138	5	393	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	2	94	96	85	8	3	

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7	<b>Application for new connection /additional load</b>								
	Release of supply where service is feasible from existing network	Within one month	9869	5561	15430	5134	65	10231	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	53	207	260	156	0	104	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)	525	441	966	494	38	434	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	148	246	394	236	0	158	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	10	27	37	27	0	10	
11	<b>Resolution of complaints on consumer's Bills</b>								Due to insufficient/wrong data
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	3871	3871	3481	390	0	
	If additional information is required	Within 7 days of receipt of complaint	18	788	806	656	144	6	

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12	<b>Reconnection of supply following disconnection</b>								
	Towns and cities	On the same day of receipt of request	105212	48181	153393	33133	496	119764	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	15139	23558	38697	18987	1272	18438	
13	<b>Payment of solatium in cases of electric accidents</b>								
	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)	6	1	7	0	0	7	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	6	122	128	128	0	0	