



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

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

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
	Normal Fuse Off								
1	Cities & Towns	Within 6 Hrs	14	11248	11262	11262	0	0	
	Rural Areas	Within 24 Hrs	42	9703	9745	9725	20	0	
	Line Break downs								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	19	320	339	333	6	0	
	Rural Areas	Within 24 Hrs (in all cases)	30	983	1013	1003	10	0	
	Distribution Transformer failure								
3	Cities & Towns	Within 24 Hrs	37	62	99	60	0	6	
	Rural Areas	Within 72 Hrs	216	481	697	514	136	47	Non availability of DTCs
	Period of Scheduled Outages								
4	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	2	29	31	28	3	0	-
	Voltages variations								
5	Where no expansion or enhancement of network is involved	Within 7 days	44	123	167	102	65	0	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	4	110	114	109	2	3	
	Opening of neutral and neutral voltage exceeding 2% of supply	Within 6 Hrs.in cities within 24 hrs. in Rural areas	0 5	90 87	90 92	90 83	0 4	0 5	
	Meter Complaints								
6	Inspect and check correctness	Within 7 days	65	620	685	619	22	44	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	13	171	184	176	3	5	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	449	134	583	156	11	416	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	19	276	295	285	6	4	

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
7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	8142	6648	14790	6980	455	7355	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	57	110	61	0	49	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniorty (The number of nem connections shall be limited to the target fixed in the year)	1769	527	2296	514	428	1354	Deposit not paid work is being carried out as per the seniorty & availblity of line materials

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
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	42	129	171	129	24	18	Affer payment of charges within30 days complait 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	14	24	14	3	7	
11	Resolution of complaints on consumer's Bills								
11	If no additional information is required	Within 24 Hrs of receipt of complaint	256	2731	2987	2477	510	0	Affer payment of bill within 24Hrs Power supply given .
	If additional information is required	Within 7 days of receipt of complaint	2	340	342	333	6	3	
12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	33842	23538	57380	24674	194	32512	
	Rural Areas	Within 24 hrs of receipt of payment from consumer	44585	19049	63634	18807	196	44631	
13	Payment of solatium in cases of electric accidents								Documents not submitted
	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	2	7	2	1	4	
	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	146	146	126	0	20	