



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of January--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
	<u>Normal Fuse Off</u>								
1	Cities & Towns	Within 6 Hrs	0	15143	15040	14972	150	14	
	Rural Areas	Within 24 Hrs	0	9910	10036	9641	210	42	
	<u>Line Break downs</u>								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	324	318	305	0	19	
	Rural Areas	Within 24 Hrs (in all cases)	0	825	805	793	2	30	
	<u>Distribution Transformer failure</u>								
3	Cities & Towns	Within 24 Hrs	34	103	131	104	0	37	
	Rural Areas	Within 72 Hrs	176	489	659	456	5	216	Non availability of DTCs
	<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	0	24	26	22	0	2	-
	<u>Voltages variations</u>								
5	Where no expansion or enhancement of network is involved	Within 7 days	24	88	110	67	1	44	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	2	84	86	81	1	4	
	Opening of neutral and neutral voltage exceeding 2% of supply	Within 6 Hrs.in cities within 24 hrs. in Rural areas	0 0	66 60	66 60	66 54	0 1	0 5	
	<u>Meter Complaints</u>								
6	Inspect and check correctness	Within 7 days	78	679	752	686	2	65	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	17	224	241	227	1	13	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	413	221	634	185	0	449	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	9	212	220	200	2	19	

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7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	7583	6878	15241	6978	124	8142	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	52	121	47	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)	1399	1146	2564	775	8	1769	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	45	121	166	120	0	42	

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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	7	17	4	1	10	Affer payment of charges within 30 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	2201	2205	1655	290	256	
	If additional information is required	Within 7 days of receipt of complaint	0	269	269	257	10	2	
12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	30949	25119	56041	22096	130	33842	Affer payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	43724	19945	63493	18904	180	44585	
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)	2	6	8	2	1	5	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	161	150	161	0	0	