

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of July-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
	Normal Fuse Off								
1	Cities & Towns	Within 6 Hrs	0	19197	19197	19043	154	0	Fault can not traced within time
	Rural Areas	Within 24 Hrs	19	14266	14285	14046	135	104	Fault can not traced within time
	Line Break downs								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	509	509	509	0	0	
	Rural Areas	Within 24 Hrs (in all cases)	3	1398	1401	1383	1	16	Fault can not traced within time
	Distribution Transformer failure								
3	Cities & Towns	Within 24 Hrs	6	205	211	202	0	9	Non availability of DTCs
	Rural Areas	Within 72 Hrs	160	1459	1619	1467	0	152	
	Period of Scheduled Outages								
4	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	62	62	62	0	0	
	Voltages variations								
	Where no expansion or enhancement of network is	Within 7 days	8	575	583	581	0	2	Fault can not traced within time
5	Where upgradation or distribution system is required	Within 120 days	5	99	104	22	3	79	Fault can not traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	92	92	92	0	0	
		within 24 hrs. in Rural areas	0	34	34	30	0	4	Fault can not traced within time

6	Meter Complaints								
	Inspect and check correctness	Within 7 days	132	1067	1199	1069	4	126	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	4	125	129	117	2	10	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	521	151	672	139	0	533	
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	2	204	206	188	1	17		
7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	9489	11125	20614	10384	214	10016	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	38	220	258	191	0	67	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)	1460	709	2169	805	25	1339	Deposit not paid work is being carried out as per the seniority & availability of line materials

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	9	189	198	185	0	13	work under progress
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	4	16	20	16	1	3	work under progress
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	1230	2199	3429	2185	191	1053	work under progress
	If additional information is required	Within 7 days of receipt of complaint	0	94	94	89	5	0	
12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	45316	18866	64182	13870	94	50218	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	46829	13119	59948	12200	133	47615	
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)	6	8	14	5	4	5	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	28	1	29	1	0	28	Relevant Documents not submitted by Victims family
14	Refund of Deposits	Within 60 days receipt of request	0	45	45	0	0	45	
15	Issue of certificates	On the same day of receipt of request	32	8	40	8	0	32	Consumer not paid deposit

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