



## GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

### Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of June-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	16414	16414	15944	470	0	
	Rural Areas	Within 24 Hrs	0	10517	10517	9968	531	18	Fault can not traced within time
	<b><u>Line Break downs</u></b>								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	520	520	472	12	36	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	0	734	734	686	25	23	
	<b><u>Distribution Transformer failure</u></b>								
3	Cities & Towns	Within 24 Hrs	14	281	295	275	11	9	Non availability of DTCs
	Rural Areas	Within 72 Hrs	279	1557	1836	1349	102	385	
	<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	9	9	6	3	0	
	<b><u>Voltages variations</u></b>								
5	Where no expansion or enhancement of network is involved	Within 7 days	4	138	142	137	3	2	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	4	37	41	37	1	3	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	22	22	21	1	0	Fault can not traced within
		within 24 hrs. in Rural areas	10	42	52	41	11	0	
	<b><u>Meter Complaints</u></b>								
6	Inspect and check correctness	Within 7 days	246	640	886	620	8	258	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	4	116	120	106	4	10	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	253	152	405	106	15	284	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	14	163	177	150	3	24	

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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	11477	4966	16443	4664	153	11626	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 ENO like Deposit not
	Release of supply where network expansion/enhancemnt required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	91	18	109	22	0	87	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniority (The number of nem connections shall be limited to the target fixed in the year)	732	734	1466	648	15	803	Deposit not paid work is being carried out as per the seniority & availability of line
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	214	98	312	97	1	214	After 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	12	50	62	47	0	15	
11	<b>Resolution of complaints on consumer's Bills</b>								
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	4497	4497	3930	510	57	
	If additional information is required	Within 7 days of receipt of complaint	0	3252	3252	2917	310	25	

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12	<b>Reconnection of supply following disconnection</b>								
	Towns and cities	On the same day of receipt of request	81469	22722	104191	20532	451	83208	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	29547	22796	52343	20122	555	31666	
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)	2	0	2	0	0	2	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	4	4	8	1	1	6	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	0	70	70	70	0	0	