

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of June-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
1	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	196	19146	19342	19202	140	0	
	Rural Areas	Within 24 Hrs	27	11454	11481	11347	115	19	Fault can not traced within time
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	10	627	637	627	10	0	
	Rural Areas	Within 24 Hrs (in all cases)	11	1165	1176	1169	1	3	Fault can not traced within time
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	7	192	199	186	0	6	Non availability of DTCs
	Rural Areas	Within 72 Hrs	105	1556	1661	1483	18	160	
4	Period of Scheduled Outages								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	69	69	71	0	0	
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	15	488	503	488	7	8	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	7	89	96	84	7	5	Fault can not traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	2	110	112	112	0	0	
within 24 hrs. in Rural areas		0	82	82	82	0	0		

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6	Meter Complaints								
	Inspect and check correctness	Within 7 days	131	1034	1165	944	89	132	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	0	160	160	156	0	4	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	508	225	733	212	0	521	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	2	121	123	121	0	2	
7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	9487	8522	18009	8304	209	9489	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	34	85	119	81	0	38	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)	1530	828	2358	828	70	1460	Deposit not paid work is being carried out as per the seniority & availability of line materials

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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	0	131	131	122	0	9	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	0	16	16	12	0	4	work under progress
Resolution of complaints on consumer's Bills									
11	If no additional information is required	Within 24 Hrs of receipt of complaint	784	2150	2934	1623	81	1230	work under progress
	If additional information is required	Within 7 days of receipt of complaint	78	126	204	196	8	0	
Reconnection of supply following disconnection									
12	Towns and cities	On the same day of receipt of request	42156	13702	55858	10502	40	45316	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	46822	16205	63027	16088	110	46829	
Payment of solatium in cases of electric accidents									
13	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)	7	35	42	33	3	6	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	28	0	28	0	0	28	Relevant Documents not submitted by Victims family
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	35	81	116	49	35	32	Consumer not paid deposit

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