



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of March-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
	<u>Normal Fuse Off</u>								
1	Cities & Towns	Within 6 Hrs	0	10183	10183	9760	423	0	
	Rural Areas	Within 24 Hrs	0	10371	10371	10089	282	0	
	<u>Line Break downs</u>								
2	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	1	235	236	217	19	0	
	Rural Areas	Within 24 Hrs (in all cases)	6	616	622	571	51	0	
	<u>Distribution Transformer failure</u>								
3	Cities & Towns	Within 24 Hrs	9	71	80	73	3	4	Non availability of DTCs
	Rural Areas	Within 72 Hrs	235	737	972	635	59	278	
	<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	5	5	3	2	0	
	<u>Voltages variations</u>								
5	Where no expansion or enhancement of network is involved	Within 7 days	2	114	116	113	1	2	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	2	34	36	29	1	6	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	19	19	18	1	0	
		within 24 hrs. in Rural areas	0	17	17	14	3	0	
	<u>Meter Complaints</u>								
6	Inspect and check correctness	Within 7 days	211	1177	1388	1166	12	210	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	7	176	183	161	11	11	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	393	111	504	308	2	194	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	3	111	114	105	3	6	

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7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	10231	6084	16315	5777	51	10487	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	104	36	140	40	0	100	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)	434	591	1025	474	17	534	Deposit not paid work is being carried out as per the seniority & availability of line materials
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	158	179	337	147	2	188	After payment of charges within30 days complaint 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	28	38	28	0	10	
11	Resolution of complaints on consumer's Bills								Due to insufficient/wrong data
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	4111	4111	3727	376	8	
	If additional information is required	Within 7 days of receipt of complaint	6	910	916	655	254	7	

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12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	119764	48854	168618	33926	309	134383	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	18438	26681	45119	22010	683	22426	
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)	7	1	8	0	0	8	Documents not submitted by owner of the animal
	In other cases	Within 30 days after receipt of report from CEIG	1	0	1	0	0	1	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	127	127	127	0	0	