



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of MARCH--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	<u>Normal Fuse Off</u>								
	Cities & Towns	Within 6 Hrs	0	11720	11720	11508	212	0	-
	Rural Areas	Within 24 Hrs	0	9254	9264	9064	200	0	-
2	<u>Line Break downs</u>								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	544	544	544	0	0	-
	Rural Areas	Within 24 Hrs (in all cases)	0	991	991	989	1	0	-
3	<u>Distribution Transformer failure</u>								
	Cities & Towns	Within 24 Hrs	6	100	106	95	0	11	Non availability of DTCs
	Rural Areas	Within 72 Hrs	47	495	542	438	23	81	
4	<u>Period of Scheduled Outages</u>								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	12	12	11	1	0	-
5	<u>Voltages variations</u>								
	Where no expansion or enhancement of network is involved	Within 7 days	0	161	161	160	1	0	-
	Where upgradation or distribution system is required	Within 120 days	3	89	92	86	2	4	Fault can not traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	36	36	36	0	0	Fault can not traced within time
within 24 hrs. in Rural areas		5	61	66	57	0	9		
6	<u>Meter Complaints</u>								
	Inspect and check correctness	Within 7 days	44	757	801	744	13	44	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	5	153	158	154	3	1	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	416	152	568	129	0	439	
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	4	242	246	242	1	3		

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7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	7355	7087	14232	6437	158	7637	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	49	100	149	99	0	40	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)	1354	562	1916	569	17	1330	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	18	111	129	122	1	1	Relevant Documents not submitted by Consumer
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	7	9	16	9	0	6	After 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	1916	1916	1532	384	0	
	If additional information is required	Within 7 days of receipt of complaint	3	240	243	181	13	49	work under progress

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12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	32512	32732	65244	24411	30	40803	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	44631	19344	63975	18072	170	45733	
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)	4	9	13	7	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	20	159	179	121	0	58	Consumer not paid deposit