

**GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED**

**Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of May-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
	<b><u>Normal Fuse Off</u></b>								
1	Cities & Towns	Within 6 Hrs	0	14691	14691	13390	130	196	Fault can not traced within time
	Rural Areas	Within 24 Hrs	0	11418	11418	11321	70	27	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	448	448	448	0	10	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	0	1083	1083	1070	1	11	Fault can not traced within time
	<b><u>Distribution Transformer failure</u></b>								
3	Cities & Towns	Within 24 Hrs	11	161	172	161	0	7	Non availability of DTCs
	Rural Areas	Within 72 Hrs	100	853	953	825	0	105	
	<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	100	78	78	0	0	-
	<b><u>Voltages variations</u></b>								
	Where no expansion or	Within 7 days	3	293	298	281	2	15	Fault can not traced within time
5	Where upgradation or distribution system is required	Within 120 days	3	92	80	71	2	7	Fault can not traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	1	119	140	138	0	2	Fault can not traced within time
		within 24 hrs. in Rural areas	13	91	59	59	0	0	
	<b><u>Meter Complaints</u></b>								
	Inspect and check correctness	Within 7 days	129	1046	1175	1039	5	131	Due to non-availability of meters
6	Replace slow creeping or stuck meters	Within 10 days	1	110	111	107	4	0	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	443	124	567	89	0	508	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	2	221	223	221	0	2	

	<b>Application for new connection /additional load</b>								
7	Release of supply where service is feasible from existing network	Within one month	9035	8094	17129	7343	181	9487	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	40	108	148	114	0	34	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)	1471	742	2213	640	43	1530	Deposit not paid work is being carried out as per the seniority & availability of line materials
8	Erection 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	117	117	117	0	0	
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	26	33	23	10	0	
	<b>Resolution of complaints on consumer's Bills</b>								
11	If no additional information is required	Within 24 Hrs of receipt of complaint	237	2835	3072	2223	65	784	work under progrss
	If additional information is required	Within 7 days of receipt of complaint	0	171	171	83	10	78	Relevant Documents not submitted by consumer

	<b>Reconnection of supply following disconnection</b>								
12	Towns and cities	On the same day of receipt of request	41067	14479	55546	12952	100	42156	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	45790	19183	64973	18427	130	46822	
	<b>Payment of solatium in cases of electric accidents</b>								
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)	6	6	12	4	1	7	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	0	30	30	2	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	28	108	136	73	0	35	Consumer not paid deposit