



## GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of **May-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
1	<b>Normal Fuse Off</b>								
	Cities & Towns	Within 6 Hrs	0	13641	13641	13227	414	0	
	Rural Areas	Within 24 Hrs	4	10966	10970	10509	461	0	Fault can not traced within time
2	<b>Line Break downs</b>								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	7	411	418	378	40	0	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	0	743	743	681	62	0	
3	<b>Distribution Transformer failure</b>								
	Cities & Towns	Within 24 Hrs	9	170	179	165	0	14	Non availability of DTCs
	Rural Areas	Within 72 Hrs	274	1067	1341	1011	51	279	
4	<b>Period of Scheduled Outages</b>								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	7	7	4	3	0	
5	<b>Voltagess variations</b>								
	Where no expansion or enhancement of network is involved	Within 7 days	2	157	159	154	1	4	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	10	28	38	30	4	4	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	25	25	22	3	0	Fault can not traced within time
within 24 hrs. in Rural areas		0	30	30	18	2	10		
6	<b>Meter Complaints</b>								
	Inspect and check correctness	Within 7 days	235	632	867	608	13	246	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	13	152	165	151	10	4	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	207	176	383	115	15	253	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	20	127	147	119	14	14	

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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	10426	6101	16527	4984	66	11477	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	93	382	475	384	0	91	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)	535	542	1077	330	15	732	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	201	114	315	98	3	214	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	13	42	55	42	1	12	
11	<b>Resolution of complaints on consumer's Bills</b>								
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	4080	4080	3480	600	0	
	If additional information is required	Within 7 days of receipt of complaint	4	1242	1246	880	366	0	

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12	<b>Reconnection of supply following disconnection</b>								
	Towns and cities	On the same day of receipt of request	88151	19000	107151	21536	4146	81469	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	25753	24357	50110	19932	631	29547	
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)	5	0	5	0	3	2	Documents not submitted
	In other cases	Within 30 days after receipt of report from CEIG	3	2	5	1	0	4	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	97	97	97	0	0	