



**GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED**

**Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of November-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	13014	13014	12854	160	0	
	Rural Areas	Within 24 Hrs	0	11053	11053	10623	430	0	
2	<b>Line Break downs</b>								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	323	323	306	17	0	
	Rural Areas	Within 24 Hrs (in all cases)	0	931	931	926	5	0	
3	<b>Distribution Transformer failure</b>								
	Cities & Towns	Within 24 Hrs	19	84	103	89	6	8	Non availability of DTCs
	Rural Areas	Within 72 Hrs	278	935	1213	818	67	328	
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	2	34	36	34	2	0	-
5	<b>Voltages variations</b>								
	Where no expansion or enhancement of network is involved	Within 7 days	87	218	305	195	80	30	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	29	118	147	118	24	5	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	2	71	73	72	0	1	
within 24 hrs. in Rural areas		23	95	118	118	0	0		
6	<b>Meter Complaints</b>								
	Inspect and check correctness	Within 7 days	160	702	862	692	20	150	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	22	219	241	196	31	14	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	15	154	169	126	32	11	
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	7	545	552	171	3	378		

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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	11350	7863	19213	7582	176	11455	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
	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	67	39	106	26	3	77	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)	567	1219	1786	555	94	1137	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	8	152	160	148	1	10	
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	3	12	15	8	2	5	Affer payment of charges within30 days complaint will be attend
11	<b>Resolution of complaints on consumer's Bills</b>								
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	2292	2292	1707	585	0	
	If additional information is required	Within 7 days of receipt of complaint	5	567	572	447	125	0	

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12	<b>Reconnection of supply following disconnection</b>								
	Towns and cities	On the same day of receipt of request	109920	28916	138836	27394	82049	29393	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	40583	20006	60589	18107	320	42162	
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)	10	1	11	2	4	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	32	103	135	103	32	0	