



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of October-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	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	0	12655	12655	12309	225	0	
	Rural Areas	Within 24 Hrs	0	10902	10902	10537	353	0	
				0					
2	Line Break downs				0				
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	286	286	284	2	0	
	Rural Areas	Within 24 Hrs (in all cases)	0	858	858	854	4	0	
3	Distribution Transformer failure								Non availability of DTCs
	Cities & Towns	Within 24 Hrs	17	128	145	126	0	19	
	Rural Areas	Within 72 Hrs	228	1204	1432	1107	47	278	
4	Period of Scheduled Outages								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	0	34	34	32	0	2	-
5	Voltages variations								Fault can not traced within time
	Where no expansion or enhancement of network is involved	Within 7 days	59	157	216	128	1	87	
	Where upgradation or distribution system is required	Within 120 days	31	106	137	105	3	29	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	2	61	63	61	0	2	
within 24 hrs. in Rural areas		13	108	121	97	1	23		
6	Meter Complaints								Due to non-availability of meters
	Inspect and check correctness	Within 7 days	29	840	869	703	6	160	
	Replace slow creeping or stuck meters	Within 10 days	15	242	257	233	2	22	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	12	211	223	208	0	15	
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	7	160	167	159	1	7	

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7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	11428	7302	18730	7222	177	11331	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/enhancemnt required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request)Regulations 2004	56	145	201	134	0	67	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniorty (The number of nem connections shall be limited to the target fixed in the year)	584	360	944	367	10	567	Deposit not paid work is being carried out as per the seniorty & availability of line materials
						0	0		
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	4	133	137	129	0	8	
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	8	11	8	0	3	Affer payment of charges within30 days complait will be attend
11	Resolution of complaints on consumer's Bills				0				
	If no additional information is required	Within 24 Hrs of receipt of complaint	0	2301	2301	1792	496	0	
	If additional information is required	Within 7 days of receipt of complaint	10	667	677	492	180	5	Due to insufficient/ wrong data

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12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	108229	27870	136099	25949	230	109920	Affer payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	38701	19237	57938	17212	143	40583	
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)	11	3	14	4	0	10	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	0	68	68	36	0	32	