

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of October-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	14900	14900	14768	132	0	
	Rural Areas	Within 24 Hrs	11	11281	11292	11086	206	0	
2	<u>Line Break downs</u>								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	0	494	494	463	0	31	Fault can not traced within time
	Rural Areas	Within 24 Hrs (in all cases)	2	1032	1034	951	0	83	
3	<u>Distribution Transformer failure</u>								
	Cities & Towns	Within 24 Hrs	22	136	158	143	0	15	Non availability of DTCs
	Rural Areas	Within 72 Hrs	156	1070	1226	1046	28	152	
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	81	81	81	0	0	

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7	Release of supply where service is feasible from existing network	Within one month	11597	6680	18277	5706	1211	11360	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	65	90	155	112	0	43	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)	1077	473	1550	549	22	979	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	0	198	198	198	0	0	work under progress
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	12	0	3	work under progress

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11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	1017	1066	2083	1037	34	1012	work under progress
	If additional information is required	Within 7 days of receipt of complaint	22	356	378	343	17	18	work under progress
12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	46738	17022	63760	21503	45	42212	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	42573	16877	59450	16680	130	42640	
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)	7	4	11	0	6	5	Relevant Documents not submitted by Victims family
	In other cases	Within 30 days after receipt of report from CEIG	27	2	29	4	0	25	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	0	69	69	69	0	0	

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