

GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of September-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	Normal Fuse Off								
	Cities & Towns	Within 6 Hrs	1	14234	14235	14185	50	0	
	Rural Areas	Within 24 Hrs	23	11788	11811	11650	150	11	Fault can not traced within time
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	1	475	476	476	0	0	
	Rural Areas	Within 24 Hrs (in all cases)	23	1133	1156	1150	4	2	Fault can not traced within time
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	12	162	174	152	0	22	
	Rural Areas	Within 72 Hrs	151	1014	1165	996	13	156	Non availability of DTCs
4	Period of Scheduled Outages								
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	2	62	64	64	0	0	
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	9	526	535	522	0	13	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	81	95	176	162	1	13	Fault can not traced within time
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	65	65	62	0	3	Fault can not traced within time
within 24 hrs. in Rural area		4	31	35	26	0	9	Fault can not traced within time	

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6	Meter Complaints								
	Inspect and check correctness	Within 7 days	130	1014	1144	1025	2	117	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	11	126	137	123	2	12	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	532	129	661	121	0	540	
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	17	237	254	223	3	28		
7	Application for new connection /additional load								
	Release of supply where service is feasible from existing network	Within one month	10399	9664	20063	8381	85	11597	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	54	222	276	211	0	65	Due to non-availability of matching materials
	IP Sets	Within 30 days after attaining seniority (The number of nem connections shall be limited to the target fixed in the year)	1243	468	1711	602	32	1077	Deposit not paid work is being carried out as per the seniority & availability of line materials

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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	10	174	184	184	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	21	24	21	0	3	work under progress
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	1084	2205	3289	2156	116	1017	work under progress
	If additional information is required	Within 7 days of receipt of complaint	0	227	227	192	13	22	work under progress
12	Reconnection of supply following disconnection								
	Towns and cities	On the same day of receipt of request	49611	13403	63014	16226	50	46738	Affer payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	46329	13781	60110	17437	100	42573	
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)	8	5	13	0	6	7	Relevant Documents not submitted by Victims family
	In other cases	Within 30 days after receipt of report from CEIG	27	2	29	2	0	27	Relevant Documents not submitted by Victims family
14	Refund of Deposits	Within 60 days receipt of request	45	0	45	45	0	0	
15	Issue of certificates	On the same day of receipt of request	70	23	93	93	0	0	

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