



GULBARGA ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Over all Performance Standards Relating to Distribution and Supply of Power for the month of September-2018

GESCO

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	6	14978	14984	14615	369	0	
	Rural Areas	Within 24 Hrs	20	12069	12089	11721	368	0	
2	Line Break downs								
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	7	316	323	323	0	0	
	Rural Areas	Within 24 Hrs (in all cases)	3	898	901	879	22	0	
3	Distribution Transformer failure								
	Cities & Towns	Within 24 Hrs	14	109	123	106	0	17	Non availability of DTCs
	Rural Areas	Within 72 Hrs	252	1115	1367	1089	50	228	
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	36	36	34	2	0	-
5	Voltages variations								
	Where no expansion or enhancement of network is involved	Within 7 days	33	208	241	180	2	59	Fault can not traced within time
	Where upgradation or distribution system is required	Within 120 days	29	103	132	98	3	31	
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities	0	67	67	65	0	2	
within 24 hrs. in Rural areas		12	96	108	94	1	13		
6	Meter Complaints								
	Inspect and check correctness	Within 7 days	64	715	779	744	6	29	Due to non-availability of meters
	Replace slow creeping or stuck meters	Within 10 days	15	319	334	314	5	15	
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	316	288	604	589	3	12	
Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	5	239	244	235	2	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	11112	6478	17590	6052	110	11428	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	52	169	221	165	0	56	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)	659	358	1017	397	36	584	Deposit not paid work is being carried out as per the seniorty & availability of line materials
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	0	100	100	94	2	4	
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	2	8	10	7	0	3	Affer payment of charges within30 days complait will be attend
11	Resolution of complaints on consumer's Bills								
	If no additional information is required	Within 24 Hrs of receipt of complaint	125	3160	3285	2536	749	0	
	If additional information is required	Within 7 days of receipt of complaint	11	944	955	756	189	10	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	99898	25872	125770	17281	260	108229	After payment of bill within 24Hrs Power supply given .
	Rural Areas	Within 24 hrs of receipt of payment from consumer	36604	21182	57786	18874	211	38701	
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)	10	5	15	4	0	11	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	70	70	70	0	0	