

HUBLI ELECTRICITY SUPPLY COMPANY LIMITED

Standards of Performance (SoP) achieved by HESCOM for FY-17

Sl.No	Nature of Service	Standards of Performance (Maximum time limit for rendering service)	Overall SOP specified by KERC in %	Overall SOP achieved by HESCOM in %
	<u>Normal Fuse-off</u>			
1	Cities and Towns	Within 6 hours	99	100
	Rural areas	Within 24 hours	99	99.79
	<u>Line Breakdowns</u>			
2	Cities and Towns	Within 6 hours (10 hrs if poles are broken down)	95	100
	Rural areas	Within 24 hours (in all cases)	95	100
	<u>Distribution Transformer Failure</u>			
3	Cities and Towns	Within 24 hours	95	99.93
	Rural areas	Within 72 hours	95	99.35
	<u>Period of Scheduled outages</u>			
4	Maximum duration in a single stretch	Not to exceed 12 hours	99	100
	Restoration of supply	By 6 PM on any day	99	100
	<u>Voltage Variations</u>			
5	Where no expansion or enhancement of network is involved	Within 7 days	95	100
	Where up-gradation of distribution system is required	Within 120 days	90	95.24
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 hours in Cities	90	100
Within 24 hours in Rural Areas		90	100	
	<u>Meter Complaints</u>			
6	Inspect and check correctness	Within 7 days	90	96.45
	Replace slow, creeping or stuck meters	Within 30 days	90	98.77
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	90	100
	Replace burnt meters in all other cases	Within 24 hours of payment of charges by consumer	95	100
	<u>Application for new connection/additional load</u>			
7	Release of supply where service is feasible from existing network.	Within One month	95	99.96
	Release of supply where Network expansion/ enhancement required for providing connection	As specified by the Commission in KERC (Duty of the Licensee to Supply Electricity on request) Regulations 2004.	95	94.24
	IP sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed for the year)	90	79.34
8	Erection of sub-station	Within the time period approved by the Commission	95	-
9	Transfer of ownership and conversion of service	Within 7 days of receipt of application	99	99.93
10	Conversion of LT single phase to LT three phase.	Within 30 days from the date of payment of charges	99	100
	Conversion from LT to HT and vice-versa			
	<u>Resolution of complaints on consumer's Bills</u>			
11	If no additional information is required	Within 24 hours of receipt of complaint	99	100
	If additional information is required	Within 7 days of receipt of complaint	99	100
	<u>Reconnection of supply following disconnection</u>			
12	Towns and cities	On the same day of receipt of request	99	99.89
	Rural areas	Within 24 hours of receipt of payment from consumer	99	99.94
	<u>Payment of Solatium in case of electric accidents</u>			
13	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 the report from CEIG (Chief Electrical Inspector to Govt)	99	-
	In other cases	Within 30 days after receipt of report from CEIG (Chief Electrical Inspector to Govt)	95	100
14	Refund of Deposits	Within 60 days after receipt of request	95	100
15	Issue of certificates	On the same day of receipt of request	99	100