

HUBLI ELECTRICITY SUPPLY COMPANY LIMITED

Report on Consolidated Standards of Performance for the year 2015-16

(Notification No.: D/01/03 Dated 24-05-04 published in the Karnataka Gazette 10-06-04 by KERC)

Sl. No.	Nature of Service	Standards of Performance (Maximum time limit for rendering service)	No. of Cases pending at the beginning of the year	No. of cases received during the year	Cases attended	Balance at the end of the year (8(i)+8(ii))	Overall Standards of Performance	Overall Percentage Achieved
1	2	3	4	5	6	7	8	9
1	Normal Fuse Off:							
ii	Cities & Towns Areas	Within 6 Hrs	34	173661	173687	8	99.00%	100.00%
ii	Rural Areas	Within 24 Hrs	84	281976	282004	56	99.00%	99.98%
2	Line Breakdowns :							
ii	Cities & Towns Areas	Within 6 Hrs (10 Hrs if poles are broken down)	0	9262	9262	0	95.00%	100.00%
ii	Rural Areas	Within 24 Hrs	102	32271	32373	0	95.00%	100.00%
3	Distribution Transformer Failure:							
ii	Cities & Towns Areas	Within 24 Hrs	1	2188	2189	0	95.00%	100.00%
ii	Rural Areas	Within 72 Hrs	205	20182	20212	175	95.00%	99.14%
4	Period of Schedule Outages:							
a	Maximum duration in a single stretch	Not to exceed 12 Hrs	0	689	689	0	99.00%	100.00%
b	Restoration of Supply	By 6 PM on any day	0	2865	2865	0	99.00%	100.00%
5	Voltage Variations:							
a	Where no expansion or enhancement of network is involved	Within 7 days	0	805	805	0	95.00%	100.00%
b	Where up-gradation or distribution system is required	Within 120 days	4	15	17	2	90.00%	89.47%
c	Opening of neutral and neutral voltage exceeding 2% of supply voltage :							
ii	Cities & Towns Areas	Within 6 Hrs	0	101	101	0	--	99.67%
ii	Rural Areas	Within 24 Hrs	0	647	647	0	--	100.00%
	SUB TOTAL		430	524662	524851	241		

Sl. No.	Nature of Service	Standards of Performance (Maximum time limit for rendering service)	No. of Cases pending at the beginning of the Quarter	No. of cases received during the Quarter	Cases attended	Balance at the end of the Quarter (8(i)+8(ii))	Overall Standards of Performance	Overall Percentage Achieved
1	2	3	4	5	6	7	8	9
6	Meter Complaints :							
a	Inspect and check correctness	Winthin 7 days	0	6832	6735	97	90.00%	98.59%
b	Replace slow, creeping or stuck meters	Winthin 30 days	7547	13101	13544	7104	90.00%	65.59%
c	Replace burnt meters if cause not attributable to consumer	Winthin 7 days of receipt of complaint	59	1163	1085	137	90.00%	88.79%
d	Replace burnt meter in all other cases	Winthin 24 Hrs of payment of charges by consumers	90	811	901	0	95.00%	100.00%
7	Application for new connection / additional load :							
a	Connection feasible from existing network Release of supply	Within 30 days of receipt of application along with prescribed charges (as per section 43 of Act)	8456	122612	127284	3784	95.00%	97.11%
b	Network expansion/ enhancement required for providing connection :							
c	Irrigation Pump sets	Within 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	8366	21821	21942	8245	90.00%	72.69%
	SUB TOTAL							
			24694	168066	173316	19443		

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1	2	3	4	5	6	7	8	9	
8	Erection of Substation for release of supply	Within the time period as approved by the Commission	0	0	0	0	95.00%	-	
9	Transfer of ownership & conversion of service: Title transfer of ownership & Change of category	Winthin 7 days of receipt of application	3	3941	3941	3	99.00%	99.92%	
10	Conversion of LT single phase to LT 3-Phase Conversion from LT to HT and vice-versa	Winthin 30 days from the date of payment charges	6	166	172	0	99.00%	100.00%	
11	Resolution of complaints on consumer's Bills :								
a	If no additional information is required	Winthin 24 Hrs of receipt of complaint	0	19506	19506	0	99.00%	100.00%	
b	If additional information is required	Winthin 7 Days of receipt of complaint	3	2457	2460	0	99.00%	100.00%	
12	Reconnection of supply following disconnection:								
ii	Town & Cities areas	On the same day of receipt payment from consumer	0	405482	404597	885	99.00%	99.78%	
ii	Rural areas	Winthin 24 Hrs of receipt of payment from consumer	6	299888	299846.8	47	99.00%	99.98%	
13	Payment of Solatium in case of electric accidents :								
a	Cases where it is established beyond doubt that the accident is not due to the fault of the victim	Winthin 7 Days without waiting for report from Chief Electrical Inspector to Govt. (CEIG)	0	0	0	0	99.00%	-	
b	In other cases	Winthin 30 days after receipt of report from CEIG	0	1	1	0	95.00%	100.00%	
14	Refund of Deposits	Within 60 days after receipt of request	0	489	489	0	95.00%	100.00%	
15	Issue of Certificates	Request whthin 7 days	1	1355	1355	1	99.00%	99.93%	
	SUB TOTAL						936		

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(Technical) 18/4