

# HUBLI ELECTRICITY SUPPLY COMPANY LIMITED

## Report on Standards of Performance for year 2019-20

(Notification No. D / 01 / 03 Dtd : 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	Overall Standards of performance	Overall percentage Achieved
1	2	3	4	5	6	7	8	9
<b>1</b>	<b>Normal fuse off:</b>							
	Cities & Towns areas	Within 6 Hrs	0	263030	263030	0	99%	100.00
ii	Rural areas	Within 24 Hrs	0	314023	314023	0	99%	100.00
<b>2</b>	<b>Line Breakdowns</b>							
	Cities & Towns areas	Within 6 Hrs (10Hrs if poles are broken down)	1	7216	7217	0	95%	100.00
ii	Rural areas	Within 24 Hrs	6	20193	20146	53	95%	99.74
<b>3</b>	<b>Distribution Transformer failure</b>							
	Cities & Towns areas	Within 24 Hrs	0	1785	1782	3	95%	99.83
ii	Rural areas	Within 72 Hrs	204	29096	28948	352	95%	98.80
<b>4</b>	<b>Period of Schedule outages:</b>							
i	Maximum duration in a single stretch	Not to exceed 12Hrs	0	24822	24822	0	99%	100.00
ii	Restoration of Supply	By 6PM on any day	0	1186	1186	0	99%	100.00
<b>5</b>	<b>Voltage Variations:</b>							
a	Where no expansion or enhancement of network is involved	Within 7 days	0	1256	1253	3	95%	99.76
b	where up-gradation of distribution system is required	Within 120 days	17	167	183	1	90%	99.46
c	Opening of neutral and neutral voltage exceeding 2% of supply voltage:							
	Cities & Towns areas	Within 6 days	0	411	411	0	—	100.00
ii	Rural areas	Within 24 days	0	894	894	0	—	100.00
<b>6</b>	<b>Meter complaints:</b>							
a	Inspect and check correctness	Within 7 days	208	9976	10183	1	90%	99.99
b	Replace slow, creeping or struck meters	Within 30 days	412	8935	8882	465	90%	95.03
c	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	3	3893	3891	5	90%	99.87
d	Replace burnt meter in all other cases	within 24 Hrs of payment of changes by consumers	203	3056	3259	0	95%	100.00
<b>7</b>	<b>Application for new connection/additional load:</b>							
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)	4932	130379	128660	6651	95%	95.08
b	Network expansion/enhancement required for providing connection							
i	Release of supply (LT)	As specified by KERC (Duty of licensee to supply)	2857	13340	15827	370	95%	97.72
ii	Release of supply (HT) 11 KV supply	-do-	27	639	584	82	95%	87.69
iii	Release of supply (HT) 33 KV supply	-do-	0	0	0	0	95%	-
iv	Release of supply (EHT)	-do-	1	0	1	0	95%	100.00

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	Overall Standards of performance	Overall percentage Achieved
c	Irrigation pumpsets	Within 30 days after attaining seniority (the number of new)	6531	20880	19623	7788	90%	71.59
8	Errection of Substation for release of supply	Within the time period as approved by the commission)	0	0	0	0	95%	-
9	Transfer of ownership & conversion of service: Title transfer of ownership & change	Within 7 days of receipt of application	24	4168	4192	0	99%	100.00
10	Conversion of LT single phase to LT 3 phase conversion from LT to HT and vice-versa	Within 30 days from the date of payment charges	0	288	288	0	99%	100.00
11	Resolution of complaints on consumer's Bills:		0	0	0			
a	If no additional information is required	Within 24 Hrs of receipt of complaint	0	32059	32059	0	99%	100.00
b	If additional information is required	Within 7 days of receipt of complaint	437	3399	3799	37	99%	99.04
12	Reconnection of supply following disconnection							
i	Town & cities areas	On the same day of receipt payment from consumer	62	580729	580791	0	99%	100.00
ii	Rural areas	Within 24 Hrs of receipt of payment from consumer	492	274649	275141	0	99%	100.00
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	Within 7 days without waiting for report from chief Electrical Inspector to Govt (CEIG)	0	0	0	0	99%	-
b	In other cases	Within 30 days after receipt of report from CEIG	0	6	6	0	95%	100.00
14	Refund of Deposits	Within 60 days after receipt of request.	0	9	9	0	95%	100.00
15	Issue of Certificates	Request within 7 days	6	919	925	0	99%	100.00

  
 General Manager  
 (Technical)