

HUBLI ELECTRICITY SUPPLY COMPANY LIMITED

Report on Standards of Performance for year 2020-21

(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
1	Normal fuse off:							
	Cities & Towns areas	Within 6 Hrs	0	261125	261125	0	99%	100.00
ii	Rural areas	Within 24 Hrs	0	313057	313057	0	99%	100.00
2	Line Breakdowns							
	Cities & Towns areas	Within 6 Hrs (10Hrs if poles are broken down)	0	6277	6277	0	95%	100.00
ii	Rural areas	Within 24 Hrs	53	16148	16201	0	95%	100.00
3	Distribution Transformer failure							
	Cities & Towns areas	Within 24 Hrs	3	1571	1572	2	95%	99.87
ii	Rural areas	Within 72 Hrs	352	29026	29225	153	95%	99.48
4	Period of Schedule outages:							
i	Maximum duration in a single stretch	Not to exceed 12Hrs	0	536	536	0	99%	100.00
ii	Restoration of Supply	By 6PM on any day	0	915	915	0	99%	100.00
5	Voltage Variations:							
a	Where no expansion or enhancement of network is involved	Within 7 days	3	633	636	0	95%	100.00
b	where up-gradation of distribution system is required	Within 120 days	1	574	575	0	90%	100.00
c	Opening of neutral and neutral voltage exceeding 2% of supply voltage:							
	Cities & Towns areas	Within 6 days	0	241	241	0	—	100.00
ii	Rural areas	Within 24 days	0	476	476	0	—	100.00
6	Meter complaints:							
a	Inspect and check correctness	Within 7 days	1	19823	19824	0	90%	100.00
b	Replace slow, creeping or struck meters	Within 30 days	465	8477	8916	26	90%	99.71
c	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	5	2947	2952	0	90%	100.00
d	Replace burnt meter in all other cases	within 24 Hrs of payment of charges by consumers	0	759	759	0	95%	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)	6651	117315	117538	6428	95%	94.81
b	Network expansion/enhancement required for providing connection							
i	Release of supply (LT)	As specified by KERC (Duty of licensee to supply)	370	15763	14733	1400	95%	91.32
ii	Release of supply (HT) 11 KV supply	-do-	82	197	207	72	95%	74.19
iii	Release of supply (HT) 33 KV supply	-do-	0	2	0	2	95%	-
iv	Release of supply (EHT)	-do-	0	4	1	3	95%	25.00

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c	Irrigation pumpsets	Within 30 days after attaining seniority (the number of new)	7788	15032	13854	8966	90%	60.71
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	0	4673	4673	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	182	182	0	99%	100.00
11	Resolution of complaints on consumer's Bills:							
a	If no additional information is required	Within 24 Hrs of receipt of complaint	0	106271	106271	0	99%	100.00
b	If additional information is required	Within 7 days of receipt of complaint	37	1496	1530	3	99%	99.80
12	Reconnection of supply following disconnection							
i	Town & cities areas	On the same day of receipt payment from consumer	0	182699	182699	0	99%	100.00
ii	Rural areas	Within 24 Hrs of receipt of payment from consumer	0	84915	84915	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 Inspector to Govt (CEIG)	0	2	2	0	99%	-
b	In other cases	Within 30 days after receipt of report from CEIG	0	1	1	0	95%	100.00
14	Refund of Deposits	Within 60 days after receipt of request	0	144	144	0	95%	100.00
15	Issue of Certificates	Request within 7 days	0	791	791	0	99%	100.00


**General Manager
(Technical)**