

The consolidated overall standards of performance achieved by the ESCOMS for FY 15:

Sl No	Nature of Service	Standards Of Performance (Maximum time limit for rendering service)	Over all SOP specified by KERC in %	Over all SOP achieved by ESCOMS In %				
				BESCOM	MESCOM	CESC	HESCOM	GESCOM
1	Normal Fuse Off							
	Cities & Towns	Within 6 Hrs	99	98.64	99.9	93	99.98	98.28
	Rural Areas	Within 24 Hrs	99	98.25	99.86	89	99.97	91.22
2	Line Break downs							
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	95	99.89	100	96	100	84.22
	Rural Areas	Within 24 Hrs (in all cases)	95	99.63	99.9	96	99.79	82
	Cities & Towns	Within 24 Hrs	95	99.58	100	95	100	95.14
	Rural Areas	Within 72 Hrs	95	98.88	99.33	76	99	88.19
4	Period of Scheduled Outages							
	Maximum duration in single stretch Restoration of supply	Not to exceed 12 hrs By 6 PM on any day	99 99	99.89 100	100 100	100 90	100 100	81.53 81.53
5	Voltages variations							
	Where no expansion or enhancement of network is involved	Within 7 days	95	100	100	90	100	78.59
	Where up gradation or distribution system is required	Within 120 days	90	99	100	74	93.75	84.88
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hours in cities	-	98.99	100	50	99.74	94.94
		Within 24 hrs. in Rural areas	-	93.87	100	89	100	86.36
6	Meter Complaints							
	Inspect and check correctness	Within 7 days	90	97.62	100	90	100	95.90
	Replace slow creeping or stuck meters	Within 30 days	90	97.18	86	93	68.67	89.99
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	90	59.12	100	94	96.69	77.43
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	95	77.68	79.91	98	97.65	67
7	Application for new connection /additional load							
	Release of supply where service is feasible from existing network	Within one month	95	99.91	100	79	93.94	97.7

	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	95	99.86	100	79	97.28	66.12
	IP Sets	Within 30 days after attaining seniority (The number of connections shall be limited to the target fixed in the year)	90	57.61	100	79	89.17	73.37
8	Erection of Sub-station	Within the time period approved the Commission	95	100	100	-	100	60
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	99	99.97	99.86	97	99.92	97.82
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	99	98.41	100	96	97	91.29
11	Resolution of complaints on consumer's Bills							
	If no additional information is required	Within 24 Hrs of receipt of complaint	99	99	100	99	100	84.92
	If additional information is required	Within 7 days of receipt of complaint	99	95.67	100	92	100	87.36
12	Reconnection of supply following disconnection							
	Towns and cities	On the same day of receipt of request	99	98.99	100	93	100	97.49
	Rural Areas	Within 24 hrs of receipt of payment from consumer	99	69.13	100	89	100	92.98
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 waiving for report from Chief Electrical Inspector to Govt.(CEIG)	99	0	100	-	-	58
	In other cases	Within 30 days after receipt of report from CEIG	95	92.94	-	100	-	56.15
14	Refund of Deposits	Within 60 days receipt of request	95	100	-	97	100	83.13
15	Issue of certificates	On the same day of receipt of request	99	100	-	96	99.92	97.89