

Standards of Performance (SoP) achieved by ESCOMs for FY18

The consolidated overall standards of performance achieved by the ESCOMS for FY 18:

SI 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	99.60	100	97.37	100	99.70
	Rural Areas	Within 24 Hrs	99	99.22	99	97.08	99.79	98.65
2	Line Break downs							
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	95	100	99	97.45	100	92.53
	Rural Areas	Within 24 Hrs (in all cases)	95	100	99	97.60	100	92.46
3	Distribution Transformer failure							
	Cities & Towns	Within 24 Hrs	95	100	97	97.61	100	99.75
	Rural Areas	Within 72 Hrs	95	96.44	98	89.74	99.71	97.33
4	Period of Scheduled Outages							
	Maximum duration in single stretch	Not to exceed 12 hrs	99	100	100	100	100	94.90
5	Restoration of supply	By 6 PM on any day	99	100		100	100	
	Voltages variations							
	Where no expansion or enhancement of network is involved	Within 7 days	95	100	100	99.29	100	99.45
	Where up gradation or distribution system is required	Within 120 days	90	100	100		100	89.74
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hours in cities	90	98.62	-		100	98.99
Within 24 hrs. in Rural areas		90	98.14	100	100	100	97.04	
6	Meter Complaints							
	Inspect and check correctness	Within 7 days	90	99.28	99	95.86		97.24
	Replace slow creeping or stuck meters	Within 30 days	90	99.49	98	95.71	99.55	93.34
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	90	99.12	100	95.29	100	92.80
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	95	99.72	96	75.20	100	95.56
7	Application for new connection /additional load							

	Release of supply where service is feasible from existing network	Within one month	95	99.95	98	83.16	96.47	100
	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	100	100	83.16	96.97	94.80
	IP Sets	Within 30 days after attaining seniority (The number of connections shall be limited to the target fixed in the year)	90	99.67	100	83.16	99.05	86.32
8	Erection of Sub-station	Within the time period approved the Commission	95		-			66.67
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	99	100	100	98.62	99.91	92.88
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	100	100	78.99	100	97.51
	Resolution of complaints on consumer's Bills							
11	If no additional information is required	Within 24 Hrs of receipt of complaint	99	99.71	100	99.74	100	89.21
	If additional information is required	Within 7 days of receipt of complaint	99	98.23	100	98.87	100	83.34
	Reconnection of supply following disconnection							
12	Towns and cities	On the same day of receipt of request	99	100	100	99.77	99.97	99.85
	Rural Areas	Within 24 hrs of receipt of payment from consumer	99	99.98	100	99.62	99.54	96.32
	Payment of solatium in cases of electric accidents							
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 report from Chief Electrical Inspector to Govt.(CEIG)	99	100	100		-	40.00
	In other cases	Within 30 days after receipt of report from CEIG	95	100	-	100	-	100
14	Refund of Deposits	Within 60 days receipt of request	95	100	-	100	100	100
15	Issue of certificates	On the same day of receipt of request	99	100	-	100	100	100