

## Standards of Performance (SoP) achieved by ESCOMs for FY17

The consolidated overall standards of performance achieved by the ESCOMS for FY 17:

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	<b>Normal Fuse Off</b>							
	Cities & Towns	Within 6 Hrs	99	<b>98.16</b>	99.75	<b>93.17</b>	100	<b>98.65</b>
	Rural Areas	Within 24 Hrs	99	<b>97.93</b>	99.91	<b>90.45</b>	99.79	<b>94.70</b>
2	<b>Line Break downs</b>							
	Cities & Towns	Within 6 Hrs(10 hrs if poles are broken down)	95	100	99.92	96.44	100	<b>93.83</b>
	Rural Areas	Within 24 Hrs (in all cases)	95	100	99.95	98.67	100	<b>81.08</b>
3	<b>Distribution Transformer failure</b>							
	Cities & Towns	Within 24 Hrs	95	99.22	99.40	99.50	99.93	<b>93.46</b>
	Rural Areas	Within 72 Hrs	95	<b>94.30</b>	99.89	<b>90.16</b>	99.35	<b>90.52</b>
4	<b>Period of Scheduled Outages</b>							
	Maximum duration in single stretch	Not to exceed 12 hrs	99	100	-	<b>89.94</b>	100	<b>93.85</b>
	Restoration of supply	By 6 PM on any day	99	99.91		<b>80.70</b>	100	
5	<b>Voltages variations</b>							
	Where no expansion or enhancement of network is involved	Within 7 days	95	99.93	100	<b>84.40</b>	100	95.81
	Where up gradation or distribution system is required	Within 120 days	90	98.84	100	<b>69.74</b>	95.24	<b>89.07</b>
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hours in cities	90	98.28	100	<b>72.83</b>	100	94.99
Within 24 hrs. in Rural areas		90	98.13	100	94.12	100	93.06	
6	<b>Meter Complaints</b>							
	Inspect and check correctness	Within 7 days	90	98.42	100	<b>83.91</b>	96.45	95.13
	Replace slow creeping or stuck meters	Within 30 days	90	98.55	99.86	<b>84.66</b>	98.77	95.02
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	90	97.44	100	93.51	100	<b>76.01</b>
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	95	98.20	100	<b>62.58</b>	100	<b>89.32</b>

	<b>Application for new connection /additional load</b>							
7	Release of supply where service is feasible from existing network	Within one month	95	99.89	100	<b>79.57</b>	99.96	<b>85.23</b>
	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	99.85	99.82	-	<b>94.24</b>	<b>94.79</b>
	IP Sets	Within 30 days after attaining seniority (The number of connections shall be limited to the target fixed in the year)	90	99.96	99.95	-	<b>79.34</b>	<b>82.39</b>
8	Erection of Sub-station	Within the time period approved the Commission	95	-	-	-	-	98.18
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	99	99.94	99.84	<b>96.69</b>	99.93	<b>98.54</b>
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	<b>98.56</b>	100	<b>63.33</b>	100	<b>97.52</b>
	<b>Resolution of complaints on consumer's Bills</b>							
11	If no additional information is required	Within 24 Hrs of receipt of complaint	99	99.20	100	<b>95.76</b>	100	<b>75.47</b>
	If additional information is required	Within 7 days of receipt of complaint	99	<b>97.60</b>	100	<b>75.64</b>	100	<b>69.29</b>
	<b>Reconnection of supply following disconnection</b>							
12	Towns and cities	On the same day of receipt of request	99	99.96	100	<b>93.24</b>	99.89	<b>89.34</b>
	Rural Areas	Within 24 hrs of receipt of payment from consumer	99	99.34	99.91	<b>93.94</b>	99.94	<b>88.02</b>
	<b>Payment of solatium in cases of electric accidents</b>							
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	-	<b>85.71</b>
	In other cases	Within 30 days after receipt of report from CEIG	95	100	-	100	100	100
14	Refund of Deposits	Within 60 days receipt of request	95	100	-	98.15	100	100
15	Issue of certificates	On the same day of receipt of request	99	100	-	<b>91.41</b>	100	<b>78.83</b>