

MANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

Monitoring of Overall Performance standards relating to Distribution and Supply of Power

Sl. No.	Nature of Service	Standards of performance (Maximum time limit for rendering service)	Over all SOP Specified by KERC %	% achieved by MESCOM
1	Normal Fuse Off			
	Cities & Towns	Within 6 Hrs	99	100
	Rural Areas	Within 24 Hrs	99	99
2	Line Break downs			
	Cities & Towns	Within 6 Hrs (10 hrs if poles are broken down)	95	99
	Rural Areas	Within 24 Hrs (in all cases)	95	99
3	Distribution Transformer failure			
	Cities & Towns	Within 24 Hrs	95	97
	Rural Areas	Within 72 Hrs	95	98
4	Period of Scheduled Outages			
	Maximum duration in a single stretch Restoration of supply.	Not to exceed 12 hrs By 6 PM on any day	99	100
5	Voltage variations			
	Where no expansion or enhancement of network is involved	Within 7 days	95	100
	Where upgradation or distribution system is required	Whithin 120 days	90	100
	Opening of neutral and neutral voltage exceeding 2% of supply voltage	Within 6 Hrs.in cities Within 24 hrs. in Rural areas	— —	— 100
6	Meter Complaints			
	Inspect and check correctness	Within 7 days	90	99
	Replace slow creeping or stuck meters	Within 10 days	90	98
	Replace burnt meters if cause not attributable to consumer	Within 7 days of receipt of complaint	90	100
	Replace burnt meter in all other cases	Within 24 hrs. of payment of charges by consumer	95	96
7	Application for new connection/additional load			
	Release of supply where service is feasible from existing network	Within one month	95	98
	Release of supply where network expansion/enhancemnt required for providing connection	As specified by KERC (Duty of the Licensee to supply electricity on request) Regulations 2004.	95	100
	IP sets	Whithin 30 days after attaining seniority (The number of new connections shall be limited to the target fixed in the year)	90	100
8	Errection of Sub-station	NA	95	—
9	Transfer of ownership & conversion of service	Within 7 days of receipt of application	99	100

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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
11	Resolution of complaints on consumer's Bills			
	If no additional information is required	Within 24 Hrs of receipt of complaint	99	100
	If additional information is required	Within 7 days of receipt of complaint	99	100
12	Reconnection of supply following disconnection			
	Towns and cities	On the same day	99	100
	Rural areas	Within 24 hrs of receipt of payment from consumer	99	100
13	Payment of Solatium in case 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 waiting for report from Chief Electrical Inspector to Govt. (CEIG)	99	100
	In other cases	Within 30 days after receipt of report from CEIG	-	-
14	Refund of Deposits	Within 60 days after receipt of request	-	-
15	Issue of Certificates	On the same day of receipt of request	-	-


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 MESCOM CORPORATE OFFICE
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