

## Annexure- P21

Comparison of the downtime analysis for FY 19, FY 20 and FY 21 of MESCOM is as below:

Category	Sub-Category	Urban and Rural FY 2018-19		Urban						Rural			
		No. of Complaints Received	Average Time taken to resolve in hrs	TAT	FY 2019-20		FY 2020-21(Upto November 2020)		TAT	FY 2019-20		FY 2020-21(Upto November 2020)	
					No. of Complaints Received	Average Time taken to resolve in hrs	No. of Complaints Received	Average Time taken to resolve in hrs		No. of Complaints Received	Average Time taken to resolve in hrs	No. of Complaints Received	Average Time taken to resolve in hrs
A - FAILURE OF POWER SUPPLY	FUSE OFF CALL	220024	8:13	6 Hours	111163	4:42 Hours	90804	4:11 Hours	24 Hours	149175	6:25 Hours	118208	6:31 Hours
	LINE BREAKDOWN			6 Hours	388	7:08 Hours	360	7:47 Hours	24 Hours	544	13:52 Hours	543	10:06 Hours
	LINE BREAKDOWN (POLE BROKEN)			10 Hours	48	17:17 Hours	21	30:32 Hours	24 Hours	152	44:00 Hours	141	34:19 Hours
B - VOLTAGE COMPLAINTS	OPENING OF NEUTRAL	8609	13:06	1 Hours	197	12:45 Hours	168	14:43 Hours	1 Hours	326	17:19 Hours	244	20:59 Hours
	VOLTAGE VARIATIONS WHERE NO EXPANSION OR ENHANCEMENT OF NETWORK IS INVOLVED			7 Days	6543	1 Days	6043	1 Days	7 Days	6875	1 Days	6962	1 Days
	VOLTAGE VARIATIONS WHERE UP-GRADATION OF DISTRIBUTION SYSTEM IS REQUIRED			120 Days	149	1 Days	46	2 Days	120 Days	502	3 Days	271	8 Days
C - METER COMPLAINTS	INSPECT AND CHECK CORRECTNESS	163	45:40	7 Days	92	1 Days	131	3 Days	7 Days	142	3 Days	173	2 Days
	REPLACE BURNT METERS IF CAUSE NOT ATTRIBUTABLE TO CONSUMER			7 Days	10	1 Days	8	8 Days	7 Days	14	1 Days	7	1 Days
	REPLACE BURNT METERS IN ALL OTHER CASES			24 Hours	9	17:36 Hours	11	20:53 Hours	24 Hours	25	67:28 Hours	5	2:04 Hours
	REPLACE SLOW, CREEPING OR STUCK METERS			10 Days	21	3 Days	9	1 Days	10 Days	28	5 Days	24	2 Days
D - BILLING ISSUES	RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION	425	12:33	24 Hours	491	7:42 Hours	226	8:33 Hours	24 Hours	152	9:59 Hours	91	11:36 Hours
	WHERE FIELD REPORT IS NOT REQUIRED			24 Hours	398	19:19 Hours	1040	33:48 Hours	24 Hours	776	25:07 Hours	1474	27:13 Hours
	WHERE FIELD REPORT IS REQUIRED			7 Days	166	1 Days	303	1 Days	7 Days	229	1 Days	517	1 Days
E - SAFETY ISSUES	REPLACEMENT OF DAMAGED POLE	3202	46:37	15 Days	258	2 Days	190	1 Days	15 Days	587	4 Days	385	6 Days
	SHIFTING OF POLES			15 Days	35	1 Days	25	2 Days	15 Days	54	2 Days	38	6 Days
	STRAIGHTENING OF BENT POLE			3 Days	1517	1 Days	1080	1 Days	3 Days	1577	2 Days	1199	1 Days
	TREE TRIMMING			7 Days	640	1 Days	529	1 Days	7 Days	582	2 Days	472	2 Days
F - TRANSFORMER FAILURE COMPLAINTS	DOMESTIC	227	95:28	24 Hours	43	13:36 Hours	10	26:10 Hours	72 Hours	231	59:14 Hours	30	45:07 Hours
	INDUSTRY			24 Hours	3	117:36 Hours	0	0:00 Hours	72 Hours	14	129:45 Hours	4	88:47 Hours
	IRRIGATION			24 Hours	8	120:18 Hours	0	0:00 Hours	72 Hours	181	108:31 Hours	48	158:22 Hours
	MIXED LOAD			24 Hours	1	101:04 Hours	6	17:06 Hours	72 Hours	38	98:07 Hours	108	98:20 Hours
	WATER SUPPLY			24 Hours	0	0:00 Hours	0	0:00 Hours	72 Hours	21	91:20 Hours	7	58:13 Hours
G - THEFT	HOOKING UNDER NIRANTARA JYOTI YOJANE	39	12:15	15 Days	0	0 Days	0	0 Days	15 Days	0	0 Days	2	1 Days
	THEFT			1 Months	8	0 M 4 D 0 Hr 18 Min Months	2	0 M 0 D 23 Hr 48 Min Months	1 Months	43	0 M 5 D 8 Hr 52 Min Months	20	0 M 25 D 13 Hr 5 Min Months
I - NEW CONNECTION/ ADDITIONAL LOAD	IP SETS	31	40:30	30 Days	0	0 Days	2	1 Days	30 Days	6	1 Days	8	2 Days
	RELEASE OF SUPPLY WHERE NETWORK EXPANSION/ ENHANCEMENT REQUIRED FOR PROVIDING CONNECTION			45 Days	2	1 Days	0	0 Days	45 Days	4	3 Days	3	1 Days
	RELEASE OF SUPPLY WHERE SERVICE IS FEASIBLE FROM EXISTING NETWORK			1 Months	2	0 M 0 D 0 Hr 58 Min Months	2	0 M 0 D 14 Hr 15 Min Months	1 Months	5	0 M 12 D 9 Hr 35 Min Months	5	0 M 0 D 18 Hr 15 Min Months
J - PHASE CONVERSION	CONVERSION FROM LT TO HT AND VICE-VERSA	20	4:25	30 Days	0	0 Days	0	0 Days	30 Days	0	0 Days	0	0 Days
	CONVERSION OF LT SINGLE PHASE TO LT 3 PHASE			30 Days	0	0 Days	2	1 Days	30 Days	0	0 Days	0	0 Days
K - TRANSFER OF OWNERSHIP AND CONVERSION	CHANGE OF TARIFF	2	4:00	7 Days	0	0 Days	0	0 Days	7 Days	0	0 Days	0	0 Days
	TITLE TRANSFER OF OWNERSHIP			7 Days	2	1 Days	3	4 Days	7 Days	1	1 Days	5	1 Days
L - REFUND/ ISSUE OF CERTIFICATES	ISSUE OF CERTIFICATES	7	37:00	1 Days	1	1 Days	1	1 Days	1 Days	0	0 Days	0	0 Days
	REFUND OF DEPOSITS			60 Days	0	0 Days	0	0 Days	60 Days	1	4 Days	2	2 Days
M - ADDITIONAL TC/ENHANCEMENT	ADDITIONAL TC	13	110:15	1 Months	0	0 Months	1	1 M 29 D 0 Hr 46 Min Months	1 Months	4	0 M 0 D 8 Hr 29 Min Months	3	1 M 4 D 2 Hr 26 Min Months
	ENHANCEMENT OF TC			15 Days	0	0 Days	0	0 Days	15 Days	0	0 Days	0	0 Days
N - GENERAL	COMPLAINTS THAT IS NOT COVERED IN THE ABOVE CATEGORIES	362	29:14	7 Days	274	1 Days	667	1 Days	7 Days	347	1 Days	973	1 Days