

Comparison of the downtime analysis for FY 21 and FY 22 of MESCOM is as below:

Category	Sub-Category	Urban						Rural					
		TAT	FY 2020-21		FY 2021-22(Upto October 2021)		TAT	FY 2020-21		FY 2021-22(Upto October 2021)			
			No. of Complaints Received and Resolved	Average Time taken to resolve in hrs	No. of Complaints Received and Resolved	Average Time taken to resolve in hrs		No. of Complaints Received and Resolved	Average Time taken to resolve in hrs	No. of Complaints Received and Resolved	Average Time taken to resolve in hrs		
A - FAILURE OF POWER SUPPLY	FUSE OFF CALL	6 Hours	133833	4:14 Hours	125477	4:43 Hours	24 Hours	170721	6:06 Hours	177530	7:16 Hours		
	LINE BREAKDOWN	6 Hours	494	7:13 Hours	686	6:38 Hours	24 Hours	749	8:57 Hours	1522	9:56 Hours		
	LINE BREAKDOWN (POLE BROKEN)	10 Hours	30	24:33 Hours	39	9:27 Hours	24 Hours	156	32:07 Hours	121	24:19 Hours		
B - VOLTAGE COMPLAINTS	OPENING OF NEUTRAL	1 Hours	231	13:18 Hours	242	12:29 Hours	1 Hours	342	19:36 Hours	403	22:47 Hours		
	VOLTAGE VARIATIONS WHERE NO EXPANSION OR ENHANCEMENT OF NETWORK IS INVOLVED	7 Days	8124	1 Days	7198	1 Days	7 Days	9391	1 Days	8111	1 Days		
	VOLTAGE VARIATIONS WHERE UP-GRADATION OF DISTRIBUTION SYSTEM IS REQUIRED	120 Days	68	4 Days	55	1 Days	120 Days	548	5 Days	238	11 Days		
C - METER COMPLAINTS	INSPECT AND CHECK CORRECTNESS	7 Days	160	3 Days	116	1 Days	7 Days	234	3 Days	192	3 Days		
	REPLACE BURNT METERS IF CAUSE NOT ATTRIBUTABLE TO CONSUMER	7 Days	11	6 Days	8	1 Days	7 Days	14	1 Days	47	3 Days		
	REPLACE BURNT METERS IN ALL OTHER CASES	24 Hours	14	17:00 Hours	6	14:46 Hours	24 Hours	7	2:04 Hours	25	28:56 Hours		
	REPLACE SLOW, CREEPING OR STUCK METERS	10 Days	11	1 Days	10	2 Days	10 Days	35	2 Days	28	4 Days		
D - BILLING ISSUES	RECONNECTION OF SUPPLY FOLLOWING DISCONNECTION	24 Hours	453	7:02 Hours	234	9:43 Hours	24 Hours	195	9:30 Hours	178	12:27 Hours		
	WHERE FIELD REPORT IS NOT REQUIRED	24 Hours	1185	31:46 Hours	424	27:22 Hours	24 Hours	1805	25:12 Hours	815	22:44 Hours		
	WHERE FIELD REPORT IS REQUIRED	7 Days	356	1 Days	172	1 Days	7 Days	607	1 Days	278	1 Days		
E - SAFETY ISSUES	REPLACEMENT OF DAMAGED POLE	15 Days	266	2 Days	167	2 Days	15 Days	520	5 Days	503	7 Days		
	SHIFTING OF POLES	15 Days	32	2 Days	28	1 Days	15 Days	56	4 Days	58	3 Days		
	STRAIGHTENING OF BENT POLE	3 Days	1497	1 Days	1575	1 Days	3 Days	1575	1 Days	1808	2 Days		
F - TRANSFORMER FAILURE COMPLAINTS	TREE TRIMMING	7 Days	666	1 Days	761	2 Days	7 Days	594	2 Days	746	2 Days		
	DOMESTIC	24 Hours	14	23:19 Hours	8	13:10 Hours	72 Hours	33	44:22 Hours	52	22:34 Hours		
	INDUSTRY	24 Hours	0	0:00 Hours	1	40:43 Hours	72 Hours	6	95:33 Hours	5	69:43 Hours		
	IRRIGATION	24 Hours	0	0:00 Hours	0	0:00 Hours	72 Hours	85	125:02 Hours	48	161:50 Hours		
	MIXED LOAD	24 Hours	13	12:34 Hours	0	0:00 Hours	72 Hours	164	89:30 Hours	85	71:07 Hours		
G - THEFT	WATER SUPPLY	24 Hours	0	0:00 Hours	0	0:00 Hours	72 Hours	7	58:13 Hours	2	6:50 Hours		
	HOOKING UNDER NIRANTARA JYOTI YOJANE	15 Days	0	0 Days	1	1 Days	15 Days	4	3 Days	6	14 Days		
	THEFT	1 Months	3	0 M 1 D 0 Hr 5 Min	9	0 M 7 D 5 Hr 14 Min	1 Months	31	0 M 17 D 14 Hr 15 Min	48	0 M 16 D 8 Hr 6 Min		
I - NEW CONNECTION/ ADDITIONAL LOAD	IP SETS	30 Days	2	1 Days	1	1 Days	30 Days	20	4 Days	15	9 Days		
	RELEASE OF SUPPLY WHERE NETWORK EXPANSION/ ENHANCEMENT REQUIRED FOR PROVIDING CONNECTION	45 Days	0	0 Days	0	0 Days	45 Days	7	1 Days	9	21 Days		
	RELEASE OF SUPPLY WHERE SERVICE IS FEASIBLE FROM EXISTING NETWORK	1 Months	3	0 M 0 D 10 Hr 38 Min	0	0 Months	1 Months	7	0 M 0 D 16 Hr 26 Min	4	0 M 7 D 0 Hr 15 Min		
J - PHASE CONVERSION	CONVERSION FROM LT TO HT AND VICE-VERSA	30 Days	0	0 Days	0	0 Days	30 Days	0	0 Days	1	2 Days		
	CONVERSION OF LT SINGLE PHASE TO LT 3 PHASE	30 Days	2	1 Days	0	0 Days	30 Days	0	0 Days	1	1 Days		
K - TRANSFER OF OWNERSHIP AND CONVERSION	CHANGE OF TARIFF	7 Days	0	0 Days	0	0 Days	7 Days	0	0 Days	0	0 Days		
	TITLE TRANSFER OF OWNERSHIP	7 Days	4	3 Days	7	2 Days	7 Days	8	1 Days	3	1 Days		
L - REFUND/ ISSUE OF CERTIFICATES	ISSUE OF CERTIFICATES	1 Days	1	1 Days	0	0 Days	1 Days	0	0 Days	0	0 Days		
	REFUND OF DEPOSITS	60 Days	0	0 Days	1	1 Days	60 Days	7	2 Days	0	0 Days		
M - ADDITIONAL TC/ENHANCEMENT	ADDITIONAL TC	1 Months	1	1 M 29 D 0 Hr 46 Min	0	0 Months	1 Months	8	0 M 15 D 17 Hr 56 Min	10	1 M 14 D 21 Hr 1 Min		
	ENHANCEMENT OF TC	15 Days	0	0 Days	0	0 Days	15 Days	0	0 Days	1	1 Days		
N - GENERAL	COMPLAINTS THAT IS NOT COVERED IN THE ABOVE CATEGORIES	7 Days	2562	1 Days	681	1 Days	7 Days	2517	1 Days	2001	1 Days		

Providing Timer Switches to Street Lights by ESCOMs

Name of the Company	Year	Total Number of Street Light Installations Existing as at the beginning of the quarter	No. of installations provided with timer switches	Total Number of Street Light Installations Serviced during the quarter	Total Number of Street Light Installations Serviced during the quarter with Timer Switches	Total Number of SL installations at the end of the month	Balance No. of installations to be provided with timer switches	Timer Switches provided by ESCOMs / Corporations etc.,	Likely date of providing Timer Switches to all SL installations	Remarks / Issues
MESCOM	2020-21	24157	1235	2364	1414	26521	23872	-	-	1. The street light installations are provided with energy efficient/ LED bulbs. 2. MESCOM requested local bodies to install timer switches for remaining street light installations
	2021-22 (Upto Nov-21)	26521	2649	1523	1361	28044	21133	-	-	

Directive on Standards of Performance

Name of the Company	Year	No of Subdivisions	No of Subdivisions where SoP is displayed	No of O&M Sections	No of O&M Sections where SoP is displayed	No of violations, if any, by Officers Subdivision-wise	Amount of penalty for delay in compliance of SOP, if any, on the Officers in Rs.	Amount paid to the Consumers, if any, for delayed services in Rs.	Number of awareness campaigns conducted in Hobll level for educating consumers	No of Orientation program conducted for educating the Officers and Field staff, up to the level of Linemen on the SoP and Consequences for non-adhering	Action taken on publishing the Handbook (ಕೈಪಿಡಿ) on SoP and distributing to all the Staff & Stakeholders	Remarks / Awards given to Best Performing Subdivision / Section in respect of Adherence to SoP
1	2	3	4	5	6	7	8	9	10	11	12	13
MESCOM	2020-21	61	61	238	238	0	0	0	57	84	Hand book distributed to all staffs & Stakeholders	-
	2021-22 (Upto Nov-21)	61	61	238	238	0	0	0	90	120		-