

Standard of Performance of WESCO for 2006-07

Sl. No.	Type of Complaint	No. of complaints/cases pending at the beginning of the year	No. of complaints/cases received during the year	No. of complaints/cases resolved out of (2)	No. of complaints/cases resolved out of (3)	No.of complaints/cases pending at the end of the year	Compensation payable to the consumers
1	Normal Fuse-off	7	72126	7	72126	0	
	Urban(within 6Hrs.)	7	29611	7	29611	0	
	Rural(within 24 Hrs.)	0	42515	0	42515	0	
2	Line Breakdowns	2	5389	2	5389	0	
	Urban(within 12Hrs.)	1	1768	1	1768	0	
	Rural(within 24 Hrs.)	1	3621	1	3621	0	
3	Major Breakdowns	3	1144	3	1144	0	
	Urban(within 24Hrs.)	3	366	3	366	0	
	Rural(within 48 Hrs.)	0	778	0	778	0	
4	Distribution Transformer failure	9	2530	9	2526	4	
	Urban (within 24Hrs.)	0	875	0	875	0	
	Rural(within 48Hrs.)	9	1655	9	1651	4	
5	Low Voltage						
	Cases where no expansion/enhancement of network is involved(to be resolved within 15days)	0	0	0	0	0	
	Cases of 11KV(within 120days)	0	44	0	44	0	
	Cases of 33KV(within 180days)	0	3	0	3	0	
6	Complaints about meter						
	Inspection & checking correctness of meter	2	21021	2	21021	0	
	Replacement of Slow ,creeping or stuck up meters	3	9137	3	9137	0	
	Replacement of burnt meters(if cause not attributable to consumer)	0	4307	0	4307	0	
	Replacement of burnt meters in all other cases	113	10189	113	10189	0	

7	Application for new connection/additional load						
(I)	Release of supply (Connection feasibility from existing network)						
	Low Tension(including Agriculture)	0	20892	0	20892	0	
	HT-11KV	0	38	0	38	0	
	HT-33KV	0	12	0	12	0	
	EHT	0	2	0	2	0	
(ii)	Network expansion/enhancement required for providing connection						
	Low Tension(including Agriculture)	0	24	0	24	0	
	HT-11KV	0	9	0	9	0	
	HT-33KV	0	0	0	0	0	
	EHT	0	0	0	0	0	
(iii)	Erection of substation required for release of supply						
	Low Tension(including Agriculture)	0	6	0	6	0	
	HT-11KV	0	5	0	5	0	0
	HT-33KV	0	0	0	0	0	
	EHT	0	0	0	0	0	
8	Transfer of ownership and conversion of service						
	Title transfer of ownership	0	158	0	158	0	
	Change of category	0	189	0	189	0	
	Conversion from LT 1-Ph to 3-Ph	0	38	0	38	0	
	Conversion from LT to HT	0	18	0	18	0	
9	Resolution of complaints on Consumers Bills	60	16822	60	16791	31	
	Billing Complaints	60	16822	60	16791	31	
10	Reconnection of supply following disconnection	117	182644	117	182518	126	
	Urban Areas	11	81820	11	81778	42	
	Rural Areas	106	100824	106	100740	84	

NB: Although 20922 nos new connection has been released, the consumer growth is 13424 nos as 7498 nos of consumer have been disconnected permanently (PDC).