Overall Standards of Performance for FY 2024-25

S. No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		Standard of Performance achieved
				Within Specified Time	Beyond specified time	
1	**Power Supply Failure**					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.		356125	340549	15576	95.63%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		145040	140085	4955	96.58%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		35	35	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		156222	153239	2983	98.09%
(v)	Continuous scheduled power outages		10301	10301	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		26910	26883	27	99.90%
Period of scheduled outage						
2	Maximum duration in a single stretch					
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		61855	61548	307	99.50%
Reliability Indices						**Remark**
4	SAIFI	3.100				
	SAIDI	2.045				
	CAIDI	0.660				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					