

Overall Standards of Performance for FY 2023-24						
S. No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported	Complaints Attended (B)		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.		327817	327168	649	99.80%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		78668	78434	234	99.70%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		15	15	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		149422	149325	97	99.94%
(v)	Continuous scheduled power outages		11690	11690	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		24913	24131	782 (Due to hostile situation in Field FORCE)	97.00%
Period of scheduled outage						
2	Maximum duration in a single stretch		08H:06M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		19441	19393	48	99.75%
Reliability Indices						Remark
4	SAIFI				2.44	
	SAIDI				1.65	
	CAIDI				0.67	
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					