Summary of Overall Standards of Performance:-March-2025

Sr No	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)%
				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.	At least 95% calls received should be rectified within prescribed time limits	20765	20582	157	99.12%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		178	174	3	97.75%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		2	2	0	100.00%
(iv)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	1108	1108	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		833	833	0	100.00%
(vi)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	At least 95% calls received should be rectified within prescribed time limits	19	19	0	100.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1108	1108	0	100.00%
	Restoration of supply by 6:00 PM		1108	1108	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1204	1198	6	99.50%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.12			
	SAIDI		0.09			
	CAIDI		0.74			
5	Frequency variation	To maintain supply frequency within range as per IEGC.				
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	No. of Bills Served		Bills with Mistakes	
7	Percentage billing mistakes	Shall not exceed 0.2%	1860246		19	0.001%