Summary of Overall Standards of Performance:- August--2018

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	63853	63578	215	99.57%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		544	527	17	96.88%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		10	10	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		65	65	0	100.00%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	143	143	0	100.00%
(vi)	Replacement of burnt meter or stolen Meter		1705	1704	0	99.94%

Summary of Overall Standards of Performance:- August--2018

Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	122	122	0	100.00%
	Restoration of supply by 6:00 PM		122	122	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	7876	7710	166	97.89%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.85			
	SAIDI		0.72			
	CAIDI		0.84			
			Total Bills served during the month	No. of bills with mistakes		Standard of Performance achieved (C)%
7	Percentage billing mistakes	Shall not exceed 0.2%	1670931	86		0.005%