Summary of Overall Standards of Performance:- July--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	87943	87624	272	99.64%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		1114	1058	55	94.97%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		13	13	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		75	73	2	97.33%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	139	139	0	100.00%
(vi)	Replacement of burnt meter or stolen Meter		2175	2173	0	99.91%
	Period of scheduled outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	34	34	0	100.00%
	Restoration of supply by 6:00 PM		34	34	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	8686	8645	41	99.53%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	1.18			
	SAIDI		1.15			
	CAIDI		0.97			
5	Frequency variation	To maintain supply frequency within range as per IEGC.				
6	Voltage imbalance	Maximum of 3% at point of commencement of supply				
			Total Bills served		Bills with mistakes	
7	Percentage billing mistakes	Shall not exceed 0.2%	1667279		126	0.01%