Summary of Overall Standards of Performance:- December--2017

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	31237	31030	192	99.34%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		793	774	19	97.60%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		5	5	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		54	51	3	94.44%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	707	706	1	99.86%
(vi)	Replacement of burnt meter or stolen Meter		999	998	0	99.90%
	Period of scheduled outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	548	548	0	100.00%
	Restoration of supply by 6:00 PM		548	546	2	99.64%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	6444	6444	0	100.00%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	1.88			
	SAIDI		1.75			
	CAIDI		0.93			
5	Frequency variation	To maintain supply frequency within range as per IEGC.				
6	Voltage imbalance	Maximum of 3% at point of commencement of supply				
7	Percentage billing mistakes	Shall not exceed 0.2%	37	37	0	100%