Summary of Overall Standards of Performance:-April-2022

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	33391	33018	209	98.88%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		314	299	13	95.22%
(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	523	522	1	99.81%
(v)	Replacement of burnt meter or stolen Meter		1622	1622	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	49	48	0	97.96%
	Period of Scheduled Outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	347	347	0	100.00%
	Restoration of supply by 6:00 PM		347	347	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1081	1072	9	99.17%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.27			
	SAIDI		0.21			
	CAIDI		0.77			
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 during the month		**No. of Bills with mistakes**	**Standard of Performance achieved (C)%**
7	Percentage billing mistakes	Shall not exceed 0.2%	1848592		77	0.004%