Summary of Overall Standards of Performance:-April-2023

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	22577	22307	244	98.80%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		230	221	7	96.09%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1	1	0	100.00%
(iv)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	396	396	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		1037	1037	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	24	24	0	100.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	396	396	0	100.00%
	Restoration of supply by 6:00 PM		396	396	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1035	1009	26	97.49%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	2.39			
	SAIDI		1.79			
	CAIDI		0.75			
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		No. of Bills with mistake	
7	Percentage billing mistakes	Shall not exceed 0.2%	2034501		101	0.005%