Summary of Overall Standards of Performance:August-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	39673	39315	260	99.10%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		283	276	7	97.53%
(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	150	150	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		1791	1790	0	99.94%
(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	34	33	1	97.06%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	150	150	0	100.00%
	Restoration of supply by 6:00 PM		150	150	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1404	1359	45	96.79%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.21			
	SAIDI		0.15			
	CAIDI		0.71			
			No of Bills Served	No. of Bills with mistakes	Standard of Performance	
7	Percentage billing mistakes	Shall not exceed 0.2%	1862736	3	0.0002%	