# Summary of Overall Standards of Performance:-February--2021

| 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 | 18049 | 17950 | 85 | 99.45% |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 142 | 139 | 2 | 97.89% |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 0 | 0 | 0 | |
| (iv) | Continuous scheduled power outages | At least 95% of cases resolved within time limit | 576 | 576 | 0 | 100.00% |
| (v) | Replacement of burnt meter or stolen Meter | | 968 | 968 | 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 | 23 | 22 | 1 | 95.65% |
| | **Period of Scheduled Outage** | | | | | |
| 2 | Maximum duration in a single stretch | At least 95% of cases resolved within time limit | 379 | 379 | 0 | 100.00% |
| | Restoration of supply by 6:00 PM | | 379 | 378 | 1 | 99.74% |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 863 | 855 | 8 | 99.07% |
| | **Reliability Indices** | | | | | |
| 4 | SAIFI | To be laid down by the Commission based on SAIDI the targets proposed by the Licensees. | | | | |
| | SAIDI | | | | | |
| | CAIDI | | | | | |
| 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 | | |
| 7 | Percentage billing mistakes | Shall not exceed 0.2% | 1765957 | 133 | | 0.008% |