Summary of Overall Standards of Performance:-January--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	22890	22782	103	99.53%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		212	208	4	98.11%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4	4	0	100.00%
(iv)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	574	573	1	99.83%
(v)	Replacement of burnt meter or stolen Meter		1159	1159	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	41	41	0	100.00%
	Period of Scheduled Outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	452	452	0	100.00%
	Restoration of supply by 6:00 PM		452	452	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1082	1046	36	96.67%
	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		Bills with Mistake	
7	Percentage billing mistakes	Shall not exceed 0.2%	1763178		27	0.002%