Summary of Overall Standards of Performance:-July-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	46155	45796	285	99.22%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		373	365	8	97.86%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100.00%
(iv)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	242	242	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		2111	2110	0	99.95%
(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	60	60	0	100.00%
	Period of Scheduled Outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	242	242	0	100.00%
	Restoration of supply by 6:00 PM		242	242	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1860	1844	16	99.14%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.25			
	SAIDI		0.18			
	CAIDI		0.73			
		Total Bills served during the month	**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%	1857154	590		0.032%