Summary of Overall Standards of Performance: March-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	23149	22872	253	98.80%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		220	216	4	98.18%
(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	813	812	1	99.88%
(v)	Replacement of burnt meter or stolen Meter		1085	1085	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	15	15	0	100.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	814	814	0	100.00%
	Restoration of supply by 6:00 PM		814	813	1	99.88%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1022	976	46	95.50%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.15			
	SAIDI		0.12			
	CAIDI		0.85			
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 mistakes	Standard of Performance achieved (C)%
7	Percentage billing mistakes	Shall not exceed 0.2%	1771458		117	0.01%