# Summary of Overall Standards of Performance:-October-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 | 26041 | 25854 | 171 | 99.28% |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 238 | 235 | 3 | 98.74% |
| (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 | 274 | 274 | 0 | 100.00% |
| (v) | Replacement of burnt meter or stolen Meter | | 1573 | 1573 | 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 | 38 | 37 | 1 | 97.37% |
| **Period of Scheduled Outage** | | | | | | |
| 2 | Maximum duration in a single stretch | At least 95% of cases resolved within time limit | 274 | 274 | 0 | 100.00% |
| | Restoration of supply by 6:00 PM | | 274 | 274 | 0 | 100.00% |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 1373 | 1356 | 17 | 98.76% |
| | **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 | | | | |
| | | | Total Bills served | | No. of Bills with mistakes | Standard of Performance |
| 7 | Percentage billing mistakes | Shall not exceed 0.2% | 1,786,267.00 | | 287 | 0.016% |