Summary of Overall Standards of Performance:- September--2018

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	43874	43593	224	99.36%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		818	787	31	96.21%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		12	12	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		58	56	2	96.55%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	213	213	0	100.00%
(vi)	Replacement of burnt meter or stolen Meter		1522	1522	0	100.00%

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Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	197	195	0	98.98%
	Restoration of supply by 6:00 PM		197	195	2	98.98%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	7695	7673	22	99.71%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.76			
	SAIDI		0.73			
	CAIDI		0.96			
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 during the month		**No. of bills with mistakes**	**Standard of Performance achieved (C)%**
7	Percentage billing mistakes	Shall not exceed 0.2%	1675694		43	0.0026%