# Summary of Overall Standards of Performance:-April-2024

| 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 | 22506 | 22300 | 176 | 99.08% |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 219 | 211 | 8 | 96.35% |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 2 | 2 | 0 | 100.00% |
| (iv) | Continuous scheduled power outages | At least 95% of cases resolved within time limit | 398 | 398 | 0 | 100.00% |
| (v) | Replacement of burnt meter or stolen Meter | | 1038 | 1036 | 0 | 99.81% |
| (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 | 36 | 35 | 1 | 97.22% |
| | **Period of Scheduled Outage** | | | | | |
| 2 | Maximum duration in a single stretch | At least 95% of cases resolved within time limit | 398 | 398 | 0 | 100.00% |
| | Restoration of supply by 6:00 PM | | 398 | 398 | 0 | 100.00% |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 1386 | 1379 | 7 | 99.49% |
| | **Reliability Indices** | | | | | |
| 4 | SAIFI | To be laid down by the Commission based on SAIDI the targets proposed by the Licensees. | 0.18 | | | |
| | SAIDI | | 0.12 | | | |
| | CAIDI | | 0.63 | | | |
| 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 | |
| 7 | Percentage billing mistakes | Shall not exceed 0.2% | 1976432 | | 126 | 0.01% |