

Summary of Overall Standards of Performance:-April--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	18151	18055	75	99.47%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		233	229	3	98.28%
(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	172	172	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		840	840	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	33	33	0	100.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	51	51	0	100.00%
	Restoration of supply by 6:00 PM		51	51	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	881	857	24	97.28%
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				

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7	Percentage billing mistakes	Shall not exceed 0.2%	No of Bills served during the month	Bills with Mistakes		