

### Summary of Overall Standards of Performance:-March-2022

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	<b>Power Supply Failure</b>					
(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	23835	23661	136	99.27%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		158	153	4	96.84%
(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	614	614	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		1030	1030	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	34	34	0	100.00%
	<b>Period of Scheduled Outage</b>					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	614	614	0	100.00%
	Restoration of supply by 6:00 PM		614	614	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	961	944	17	98.23%
	<b>Reliability Indices</b>					
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				
			<b>No. of Bills served during the month</b>		<b>No. of Bills with Mistakes</b>	<b>Standard of Performance</b>
7	Percentage billing mistakes	Shall not exceed 0.2%	1946698		18	0.001%