

### Summary of Overall Standards of Performance:- November--2019

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	18815	18714	94	99.46%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		265	263	2	99.25%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4	4	0	100.00%
(iv)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	9	9	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		1149	1149	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	23	23	0	100.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	7	7	0	100.00%
	Restoration of supply by 6:00 PM		7	7	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	2065	2063	2	99.90%
	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				
			No. of bill served during the month		No of bills with mistakes	Standard of Performance
7	Percentage billing mistakes	Shall not exceed 0.2%	1741226		13	0.001%