

### Summary of Overall Standards of Performance:-November--2020

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	16470	16387	81	99.50%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		236	231	4	97.88%
(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	526	526	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		1069	1069	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	40	40	0	100.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	433	433	0	100.00%
	Restoration of supply by 6:00 PM		433	431	2	99.54%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1056	1001	55	94.79%
	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 Bills served during the month	No. of Bills with mistakes during the month		
7	Percentage billing mistakes	Shall not exceed 0.2%	1758040	106		0.006%