

BRPL - Overall Standards of Performance for FY 2024-25						
S. No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		Standard of Performance achieved
				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.		356125	331671	24454	93.13%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		145040	138377	6663	95.41%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		35	35	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		156222	151120	5102	96.73%
(v)	Continuous scheduled power outages		10301	10301	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		30570	28269	261	92.47%
Period of scheduled outage						
2	Maximum duration in a single stretch					
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		61855	61548	307	99.50%
Reliability Indices						Remark
4	SAIFI	3.176				
	SAIDI	2.099				
	CAIDI	0.661				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					