

BRPL - Overall Standards of Performance for FY 2025-26						
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.		228733	218953	9780	95.72%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		142124	136228	5896	95.85%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		26	26	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		138598	130478	8120	94.14%
(v)	Continuous scheduled power outages		13391	13391	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		24735	23918	328	96.70%
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		25666	24036	544	93.65%
Reliability Indices						Remark
4	SAIFI	2.237				
	SAIDI	1.476				
	CAIDI	0.660				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					