

### Summary of Overall Standards of Performance:-Q1 FY26-27

| Sr No                      | Service Area                                                                                                                                                                                      | Overall Standards of Performance                                                        | Total Cases Received/<br>Reported (A) | Complaints Attended (B)  |                          | Standard of<br>Performance<br>Achieved (C )% |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------|--------------------------|--------------------------|----------------------------------------------|
|                            |                                                                                                                                                                                                   |                                                                                         |                                       | Within Specified<br>Time | Beyond Specified<br>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           | 123532                                | 122374                   | 729                      | 99.06%                                       |
| (ii)                       | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.                             |                                                                                         | 1847                                  | 1845                     | 1                        | 99.89%                                       |
| (iii)                      | Continuous power supply failure requiring replacement of distribution transformer.                                                                                                                |                                                                                         | 1                                     | 1                        | 0                        | 100.00%                                      |
| (iv)                       | 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           | 75                                    | 74                       | 0                        | 98.67%                                       |
| (v)                        | Continuous scheduled power outages                                                                                                                                                                | At least 95% of cases resolved within time limit                                        | 956                                   | 956                      | 0                        | 100.00%                                      |
| (vi)                       | Replacement of burnt meter or stolen Meter                                                                                                                                                        |                                                                                         | 4653                                  | 4651                     | 0                        | 99.96%                                       |
| Period of Scheduled Outage |                                                                                                                                                                                                   |                                                                                         |                                       |                          |                          |                                              |
| 2                          | Maximum duration in a single stretch                                                                                                                                                              | At least 95% of cases resolved within time limit                                        | 956                                   | 956                      | 0                        | 100.00%                                      |
|                            | Restoration of supply by 6:00 PM                                                                                                                                                                  |                                                                                         | 956                                   | 956                      | 0                        | 100.00%                                      |
| 3                          | Faults in street light maintained by the Licensee                                                                                                                                                 | At least 90% cases should be complied within prescribed time limits                     | 4876                                  | 4612                     | 264                      | 94.59%                                       |
|                            | Reliability Indices                                                                                                                                                                               |                                                                                         |                                       |                          |                          |                                              |
| 4                          | SAIFI                                                                                                                                                                                             | To be laid down by the Commission based on SAIDI the targets proposed by the Licensees. | 0.35                                  |                          |                          |                                              |
|                            | SAIDI                                                                                                                                                                                             |                                                                                         | 0.28                                  |                          |                          |                                              |
|                            | CAIDI                                                                                                                                                                                             |                                                                                         | 0.81                                  |                          |                          |                                              |
| 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      | Bills with Mistakes      |                                              |
| 7                          | Percentage billing mistakes                                                                                                                                                                       | Shall not exceed 0.2%                                                                   |                                       | 6595602                  | 305                      | 0.005%                                       |