

Summary of Overall Standards of Performance:-FY-2025-26

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	

Power Supply Failure						
1						
(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	375810	372807	2427	99.20%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		3100	3052	44	98.45%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4088	4088	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	310	304	5	98.06%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	6291	6287	1	99.94%
(vi)	Replacement of burnt meter or stolen Meter		15080	15072	0	99.95%

Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	6277	6277	0	100.00%
	Restoration of supply by 6:00 PM		6277	6277	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	18425	18050	375	97.96%

Reliability Indices						
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.			1.20	
	SAIDI				0.95	
	CAIDI				0.79	
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%		24845546	1226	0.005%