

### Summary of Overall Standards of Performance:-Q4-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	
1	<b>Power Supply Failure</b>					
(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	64743	64116	530	99.03%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		933	931	1	99.79%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4	4	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	45	45	0	100.00%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	2775	2771	1	99.86%
(vi)	Replacement of burnt meter or stolen Meter		3026	3023	0	99.90%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2771	2771	0	100.00%
	Restoration of supply by 6:00 PM		2771	2771	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	3107	2869	238	92.34%
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.25			
	SAIDI		0.17			
	CAIDI		0.68			
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%		6079194	203	0.003%