

Summary of Overall Standards of Performance:-May-2026

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	47866	47435	283	99.10%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		723	722	1	99.86%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	#DIV/0!
(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	27	26	0	96.30%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	211	211	0	100.00%
(vi)	Replacement of burnt meter or stolen Meter		1729	1728	0	99.94%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	211	211	0	100.00%
	Restoration of supply by 6:00 PM		211	211	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1675	1580	95	94.33%
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.			0.13	
	SAIDI				0.13	
	CAIDI				1.00	
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%		2119164	90	0.004%