

Summary of Overall Standards of Performance:-Q1 FY24-25

| 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 | 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 | 145632 | 144578 | 709 | 99.28% |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 1470 | 1419 | 48 | 96.53% |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 8 | 8 | 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 | 110 | 107 | 3 | 97.27% |
| (v) | Continuous scheduled power outages | At least 95% of cases resolved within time limit | 791 | 791 | 0 | 100.00% |
| (vi) | Replacement of burnt meter or stolen Meter | | 5067 | 5064 | 0 | 99.94% |
| Period of Scheduled Outage | | | | | | |
| 2 | Maximum duration in a single stretch | At least 95% of cases resolved within time limit | 791 | 791 | 0 | 100.00% |
| | Restoration of supply by 6:00 PM | | 791 | 791 | 0 | 100.00% |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 5144 | 5107 | 37 | 99.28% |
| | Reliability Indices | | | | | |
| 4 | SAIFI | To be laid down by the Commission based on SAIDI the targets proposed by the Licensees. | 0.60 | | | |
| | SAIDI | | 0.43 | | | |
| | CAIDI | | 0.72 | | | |
| 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% | | 5946349 | 887 | 0.015% |