



Sl.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	
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2970	2970	0	100
	Restoration of supply by 6:00 PM		2970	2961	9	99.70
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	56370	56312	58	99.90
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.332			
	SAIDI		0.389			
	CAIDI		1			
5	Frequency variation	To maintain supply frequency within range as per IEGC	0	0	0	-
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	0	0	0	-
7	Percentage billing mistakes	Shall not exceeding 0.2%	1860	1711	0	0.04