

OVERALL STANDARD OF PERFORMANCE FOR THE FY 2007-08

Sl. No.	Items	Minimum Standards	No.of Complaints received during the year	No. of Complaints attended in time during the year out of the complaints received	% of achievement
1	Normal fuse off: Licensee shall maintain the fuse off call rectified within				
	a)6hrs in Urban area	90%	11465	11413	100
	b) 24hrs.in rural area	90%	15619	15420	99
2	Line Breakdown- The Licensee shall ensure restoration within				
	a)12hrs in urban area	95%	1157	1119	97
	b) 24 hrs in rural area	95%	1663	1569	94
3	Replacement of distribution transformer				
	a)Urban - 24hrs.	95%	1251	1176	94
	b) Rural -48hrs.	95%	1526	1441	94
4	Schedule Outage	90%			100
5	Reliability Index	Enclosed separately in prescribed format			
6	Licensee shall active of normal frequency	3%			
7	Licensee shall ensure voltage unbalance at the point of commencement of supply does not exceed				
	EHT-(+10 to -12%)	3%	0	0	0
	HT- (+6 to -9%)	3%	0	0	0
	LT -(+6%)	3%	1731	1636	95
8	% of wrong bills to total no. of bills	0.10%			0.93

