

| 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 | |
| Reliability Indices | | | | | | |
| 4 | SAIFI | To be laid down by the Commission based on the targets proposed by the Licensees | 0.489 | | | |
| | SAIDI | | 0.501 | | | |
| | 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% | 1880 | 1640 | 0 | 0.03 |