

SCHEDULE -II

OVERALL STANDARDS OF PERFORMANCE FOR Apr'17 to Aug'17)

S. No.	Service Area	Prescribed Time Limit/ Measure	Overall Standard of Performance	Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
					within specified time limit	above specified time limit	
1	Normal fuse-off calls	Within three hours for Urban areas	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	75268	75158	110	99.85%
		Within eight hours for Rural areas		25992	25991	1	100.00%
2	Line Breakdowns	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within twelve hours	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	41618	41618	0	100.00%
3	Distribution Transformer failure	Temporary Supply to be restored within eight hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within forty-eight hours	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	864	864	0	100.00%
4	Period of scheduled outage		At least 95% of cases resolved within time limit				
	Maximum duration in a single stretch	Max duration shall not exceed 12 hours in a day		4017	4014	3	99.93%
	Restoration of supply by 6:00 PM	Supply to be restored by 6 pm		4017	3985	32	99.20%
5	Street Light Faults		At least 90% cases should be complied within prescribed time limits				
	Rectification of line faults	72 hours		52349	52149	200	99.62%
	Replacement of fused/defective unit	72 hours					
6	Continuity Indices						
	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.			1.21		
	SAIDI				1.09		
	MAIFI				0.02		
7	Frequency variation	-	To maintain supply frequency within range as per IEGC	0	0	0	-
8	Voltage Unbalance	Computation of Voltage Unbalance is to be specified by the Hon'ble Commission	Maximum of 3% at point of commencement of supply	0	0	0	-
9	Percentage billing mistakes	% = Bills required modification/Total number of bills issued	Not exceeding 0.2%	2,520	2,472	2	0.03%
10	Percentage faulty meters	% = Total Defective Meters/ Total Number of meters in service	Not exceeding 3%	3,493	3,151	1	0.20%

Note- Overall Standards Of Performance upto Aug'17 are based on Delhi Electricity Supply Code and Performance Standards Regulation, 2007