

TATAPOWER-DDL

Towards a *Greener* Tomorrow

Consumer (Sex Disaggregated) Satisfaction Survey

B-Ready

Survey Framework & Objective

- Conducted under the **Business Ready (B-Ready) Framework** developed by the **World Bank**.
- 🌐 B-Ready is the World Bank's new flagship report to benchmark the **business environment across countries**.

Scope

- ⚖️ Assesses the **regulatory framework** and **public services** available to businesses.
- 🚀 Evaluates the **efficiency and practical implementation** of these services and regulations.

Implementation

- 🏛️ Initiated by **Ministry of Power (MoP), Government of India**.
- 🏢 Conducted by TPDDL as part of the directive to Delhi DISCOMs.

Focus Area

- 👤 Targeted at **organizations with female ownership**.
- 📊 Designed as a **sex-disaggregated consumer satisfaction survey**.
- 🎯 Aims to understand and improve the experience of **women-owned enterprises** within the power distribution framework.

Survey Approach & Methodology



Target Group:

- All **Commercial & Industrial (C&I)** consumers with **sanctioned load >100 kW**.
- **Government consumers were excluded** from the scope.



Sample Size:

- A total of **558 C&I connections** were identified for the survey.



Survey Mode:

- Dedicated calling done by Key Account Managers



Follow-up Strategy:

- **Reminder calls** made to consumers in case of delayed response.

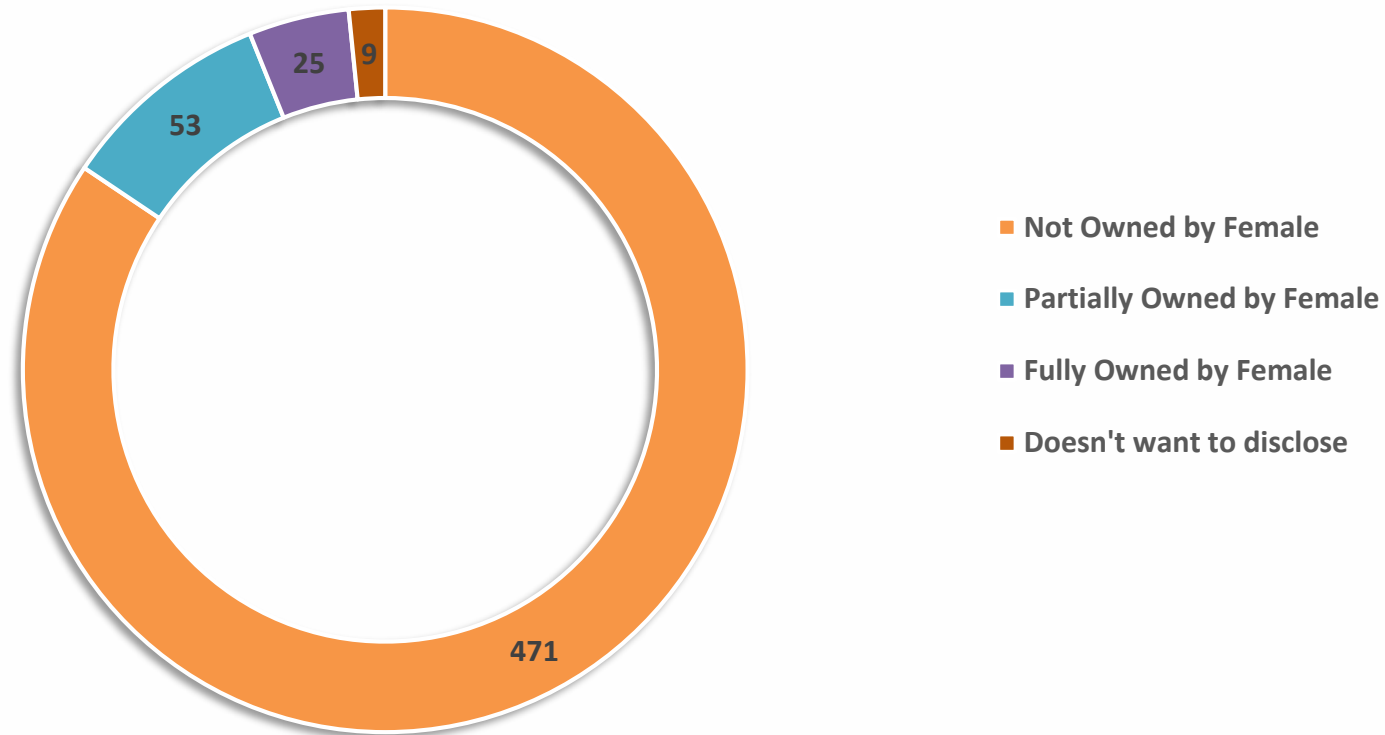


Questionnaire



Whether the establishment is fully or partially owned by a Female?

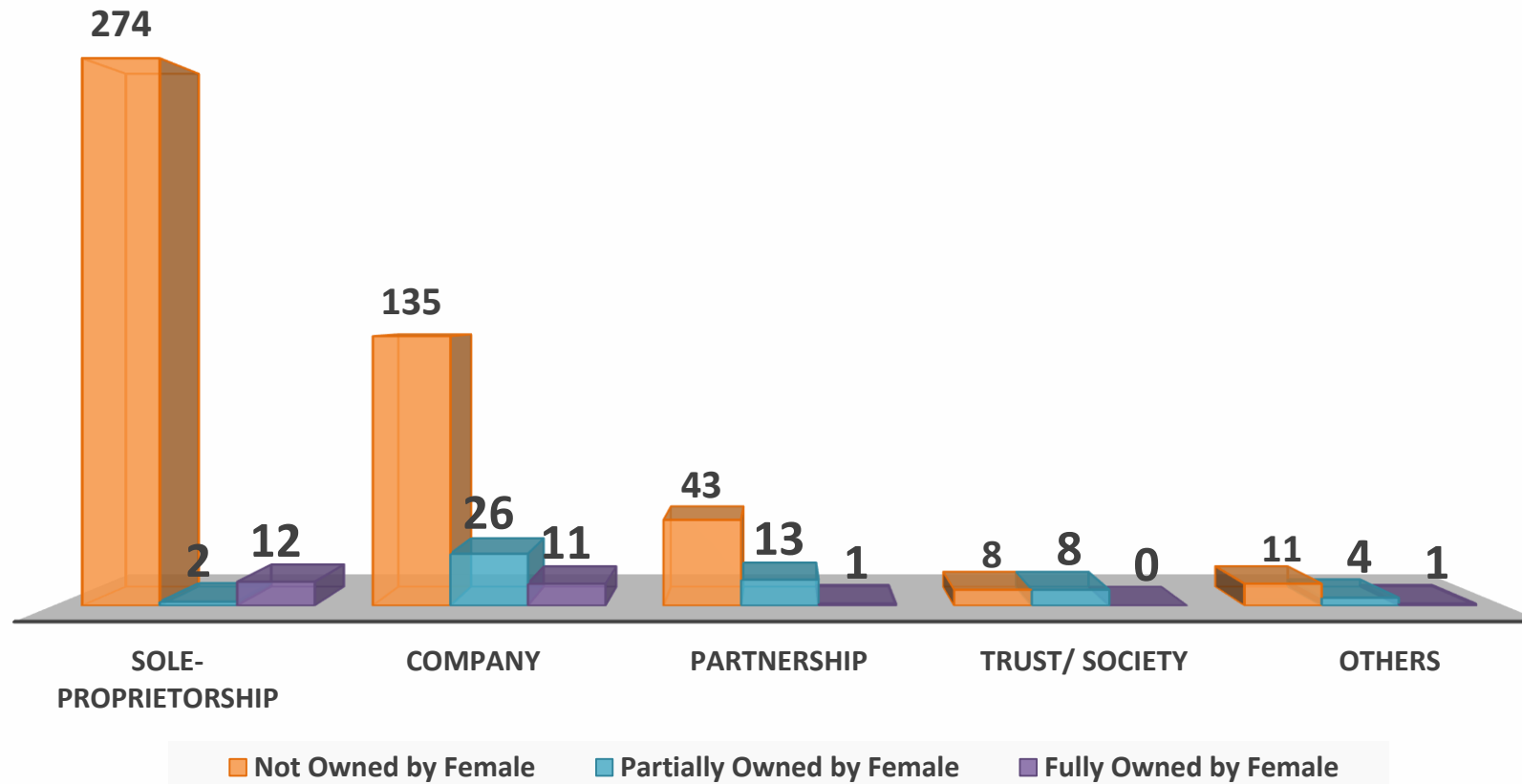
✓ Total Response received : 549 (Out of 558)





What is the ownership type of the connection?

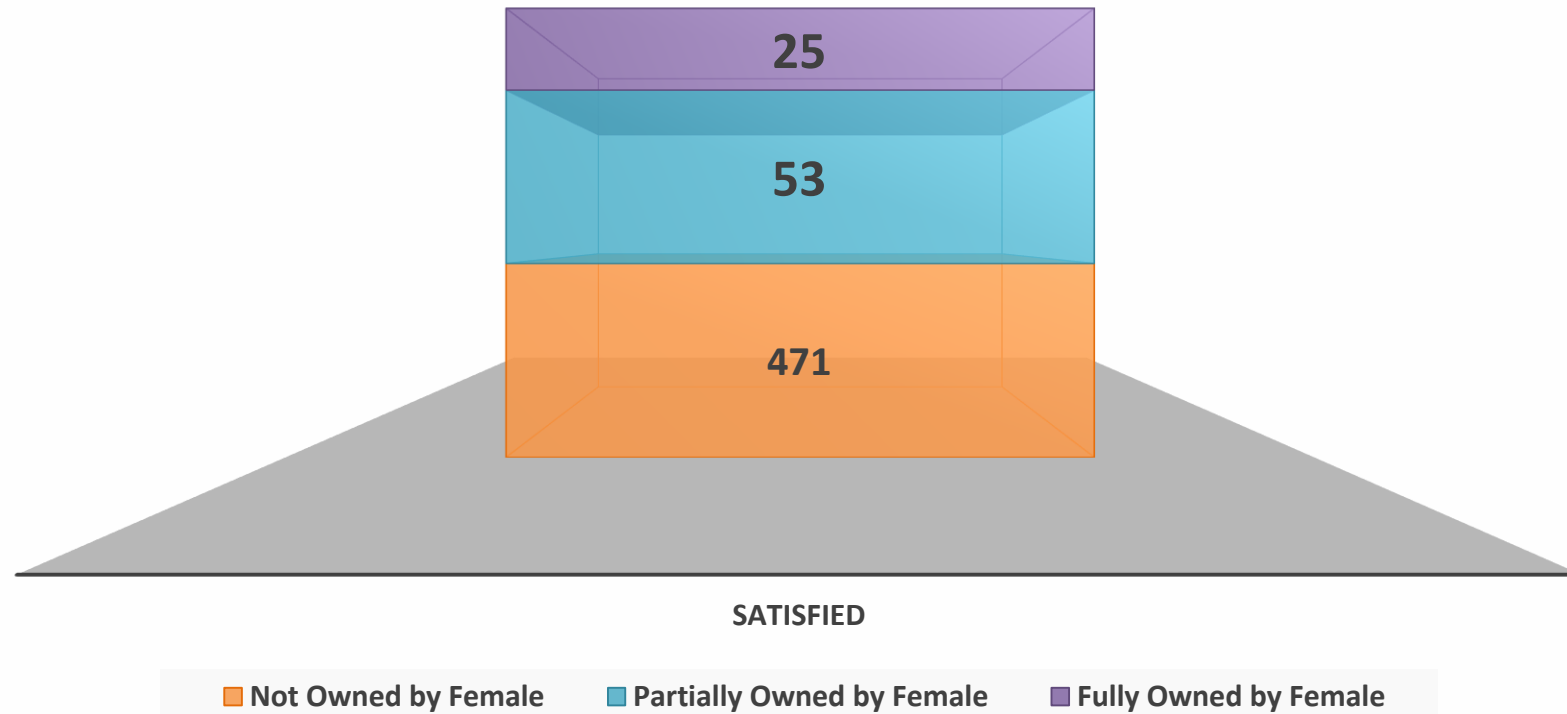
✓ Total Response received : 549 (Out of 558)





How satisfied are you with the overall quality of electricity services provided by DISCOM?

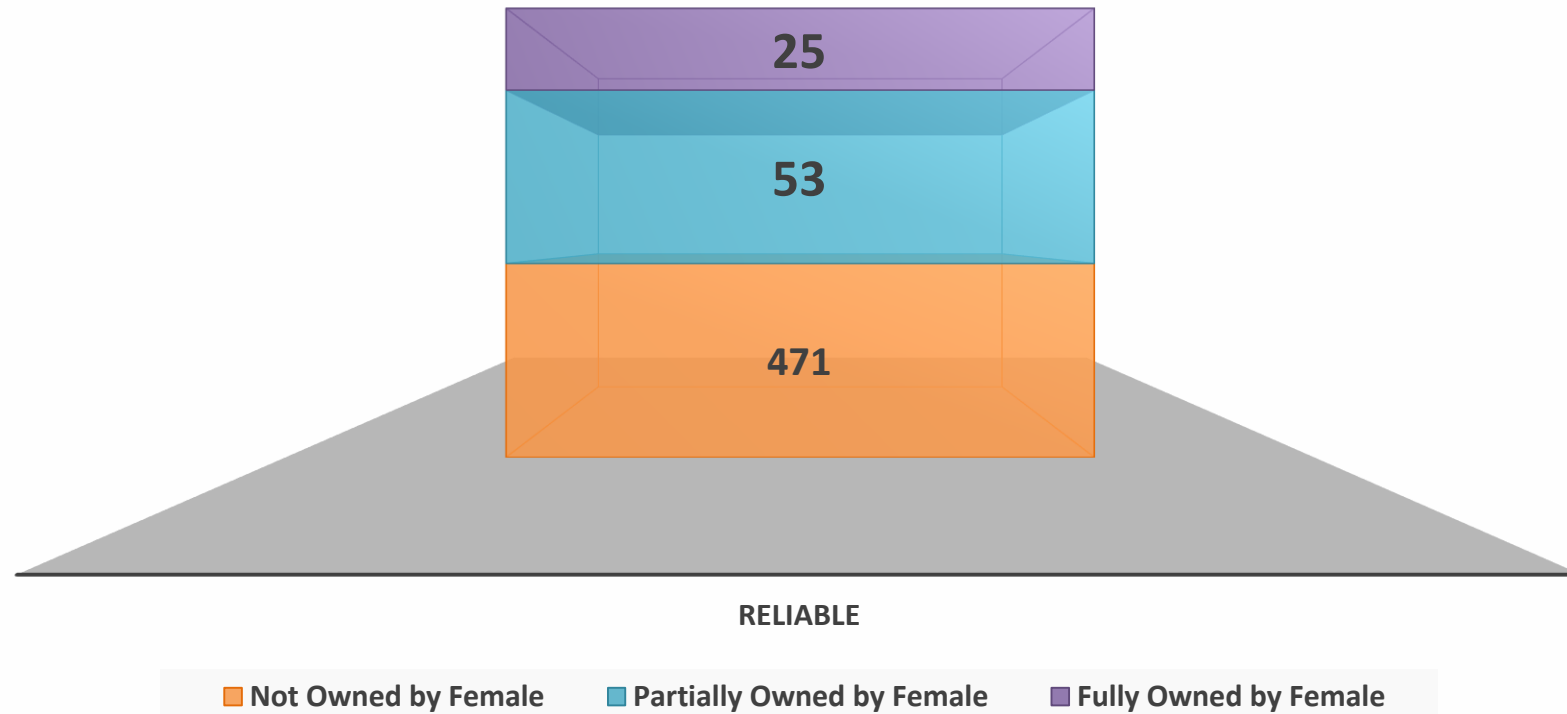
✓ Total Response received : 549 (Out of 558)





How would you rate the reliability of electricity supply in your area?

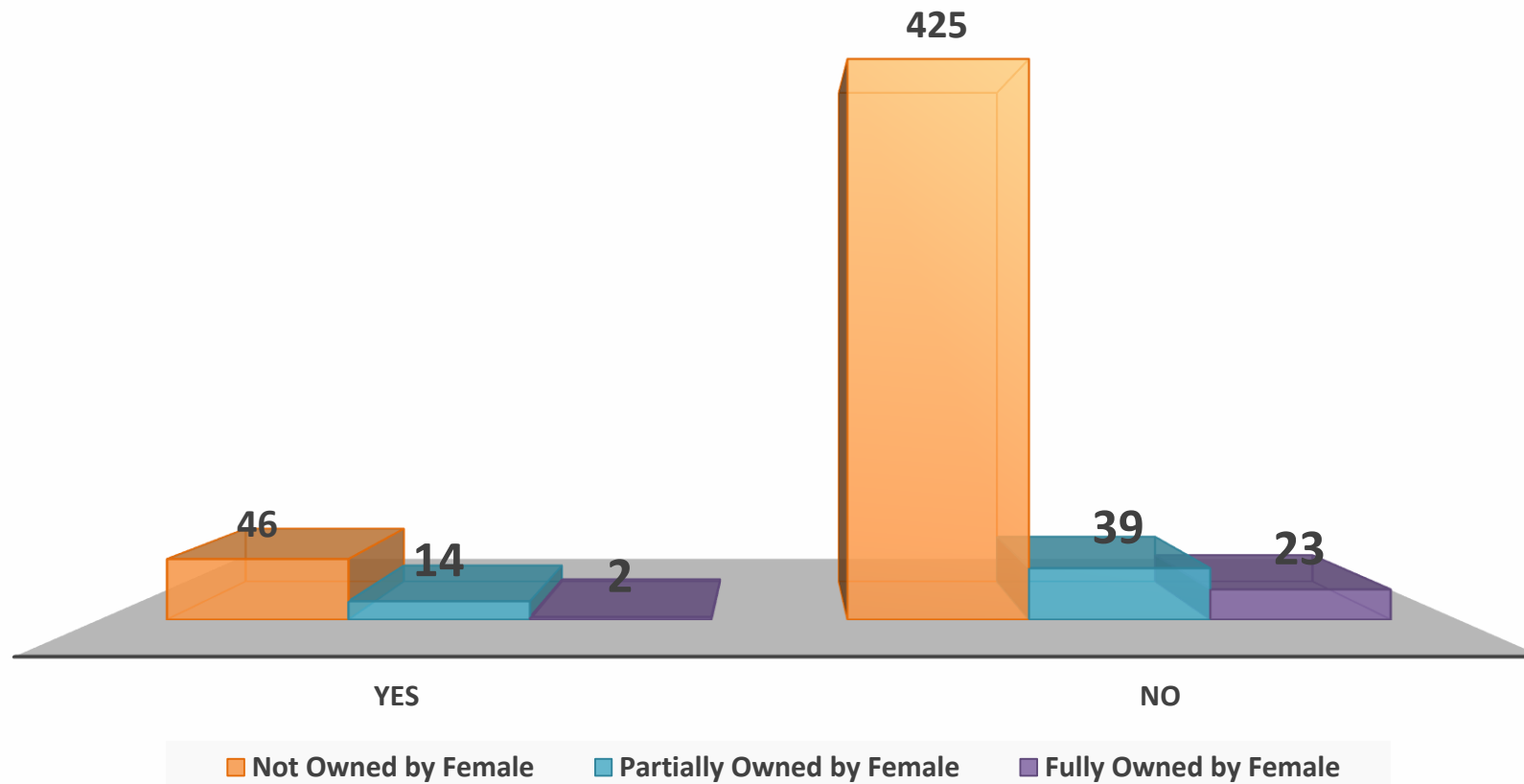
✓ Total Response received : 549 (Out of 558)





Have you experienced any power outages in the past six months?

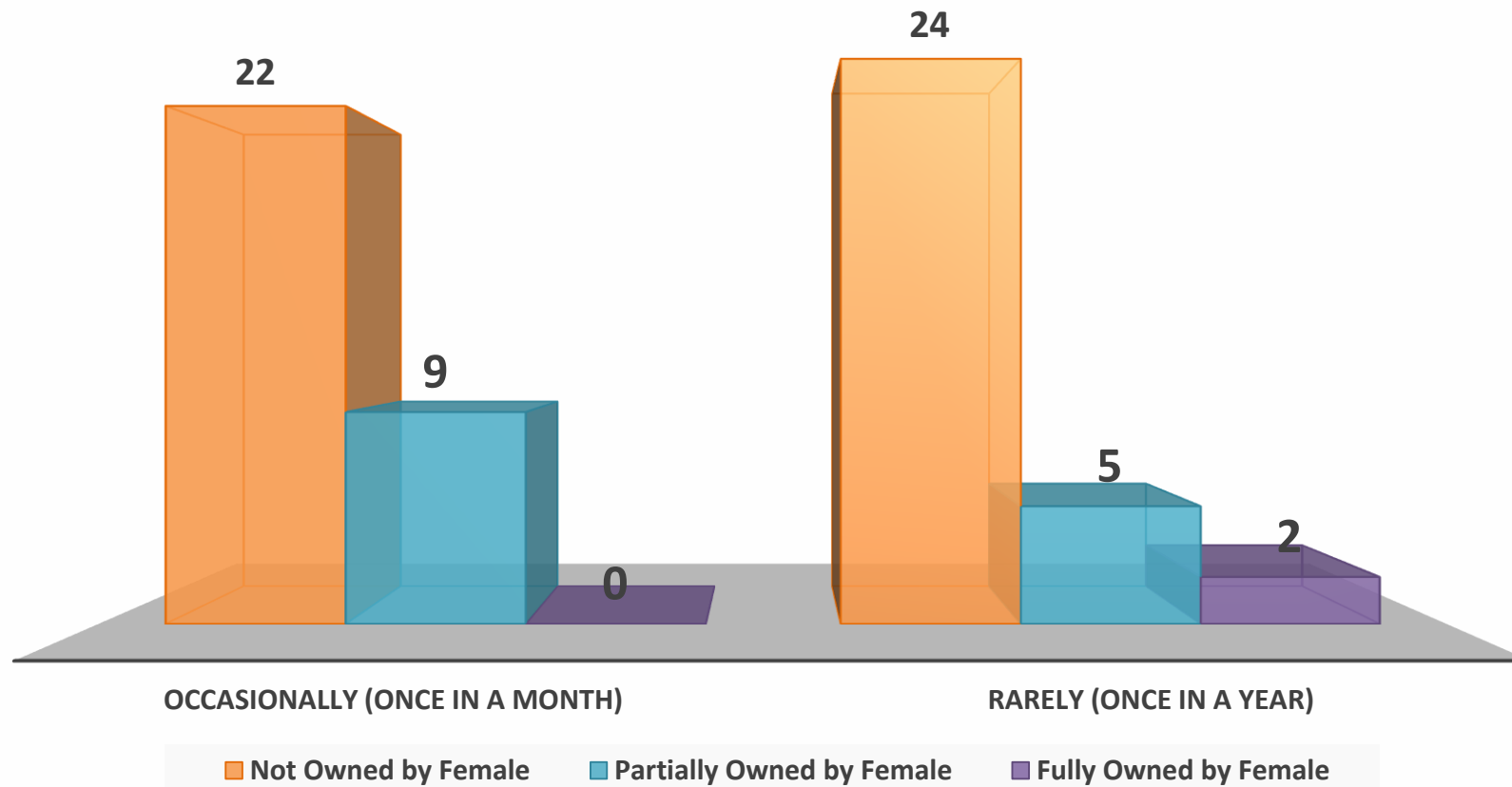
✓ Total Response received : 549 (Out of 558)





If yes, please specify the frequency of power outages:

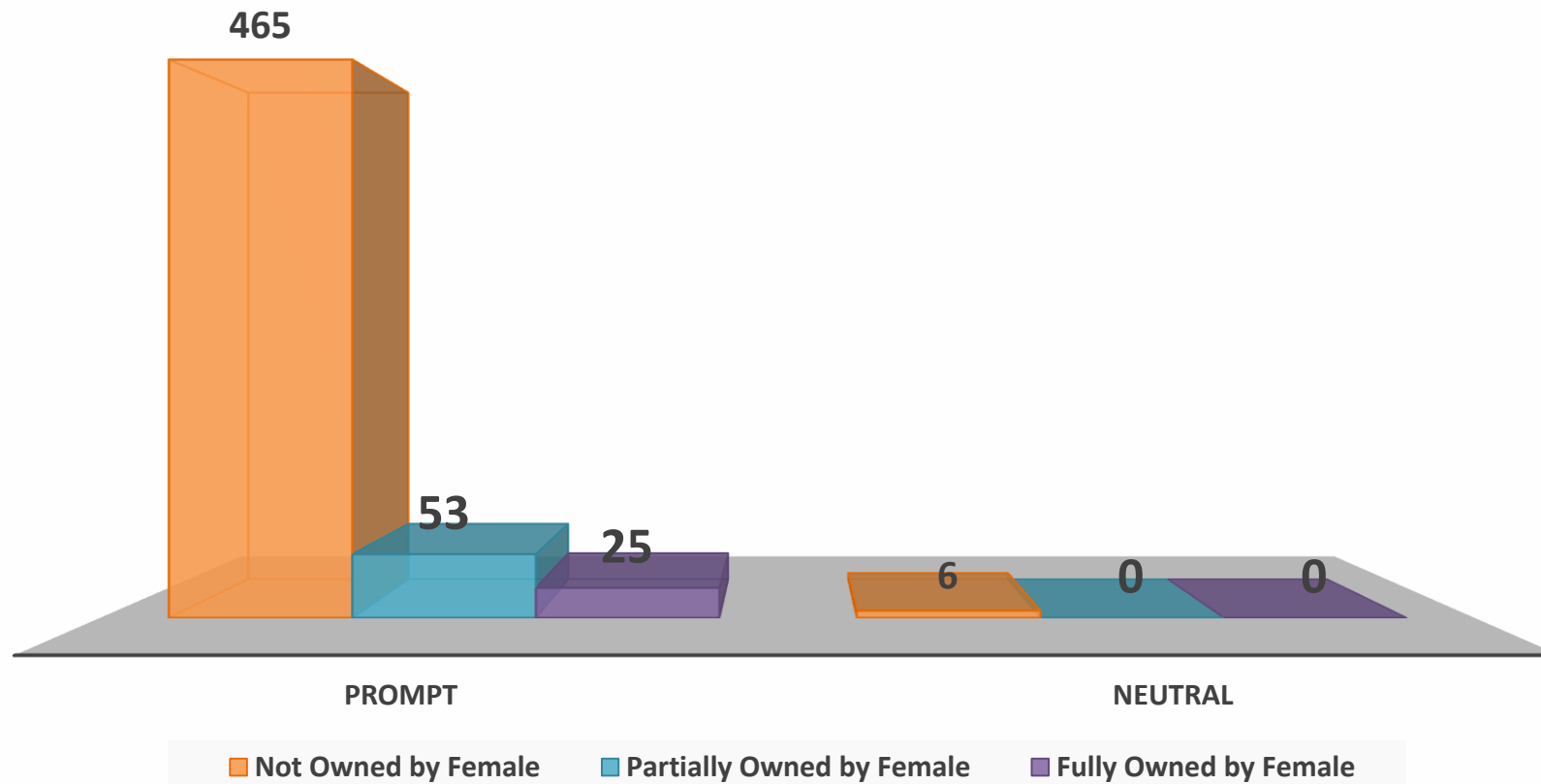
✓ Total Response received : 62





How would you rate the response time of DISCOM in addressing power outages or electrical faults?

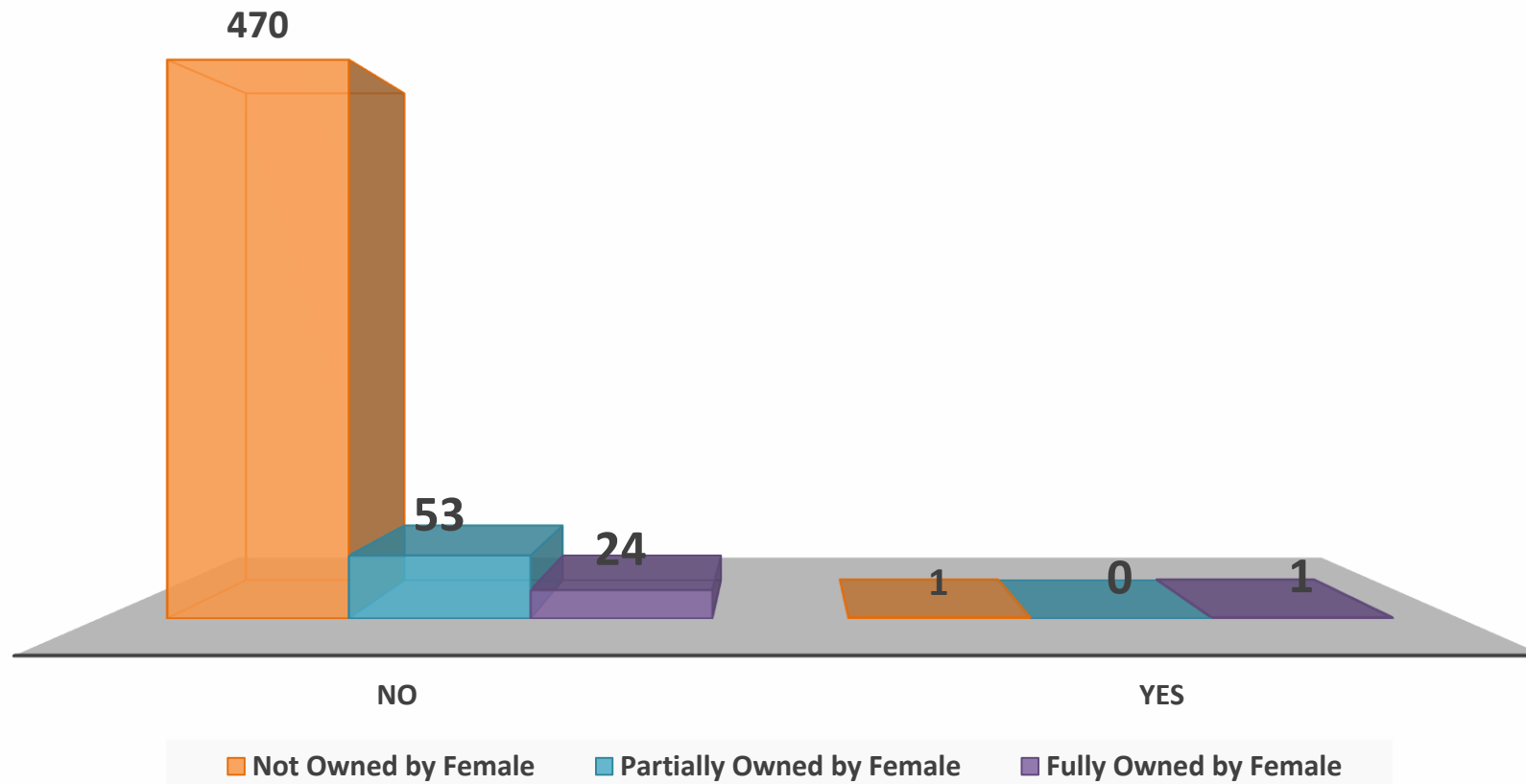
✓ Total Response received : 549 (Out of 558)





Do you experience fluctuations in voltage or frequent voltage drops?

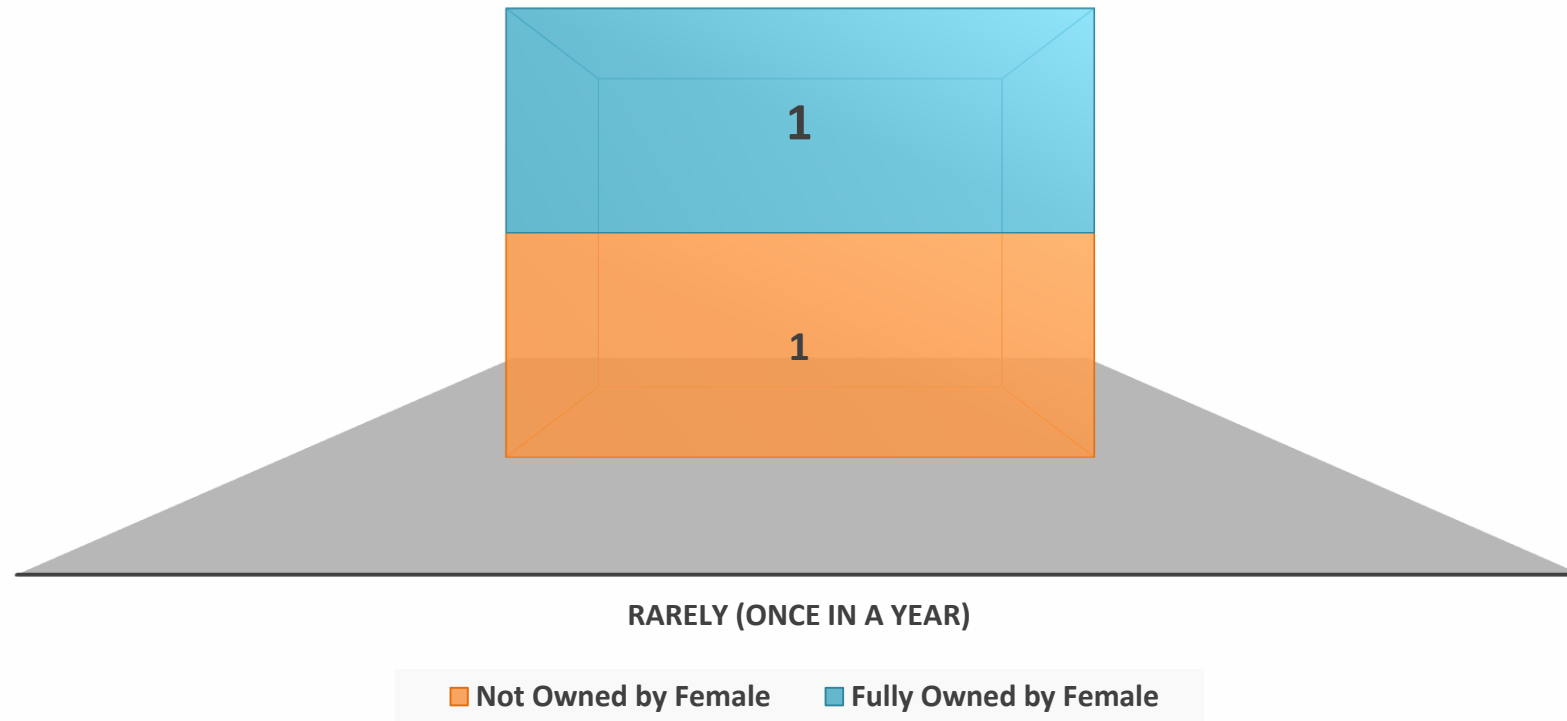
✓ Total Response received : 549 (Out of 558)





If yes, how often do you experience these fluctuations?

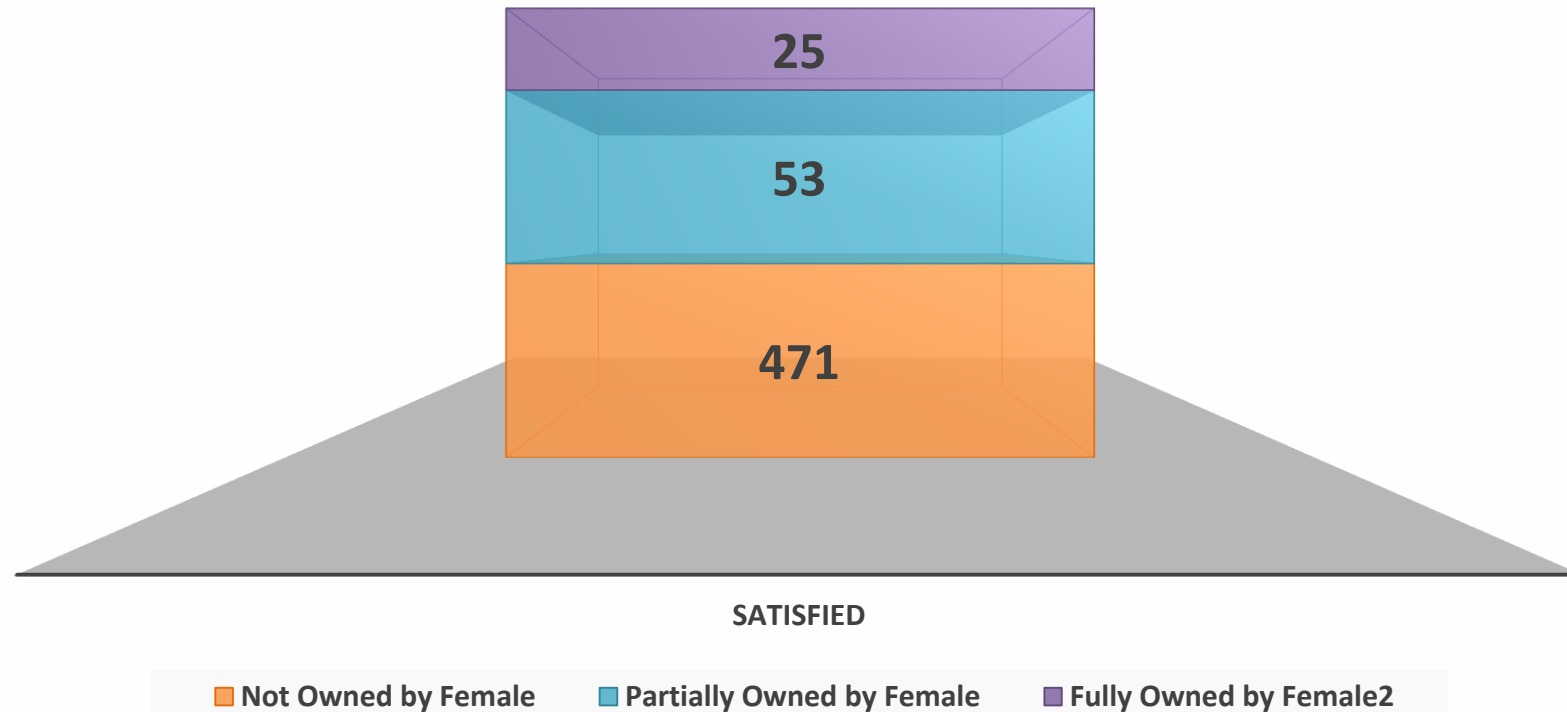
✓ Total Response received : 2 samples have experienced fluctuations, rest 547 have not experienced any fluctuations





How satisfied are you with the customer service provided by DISCOM regarding electricity related issues?

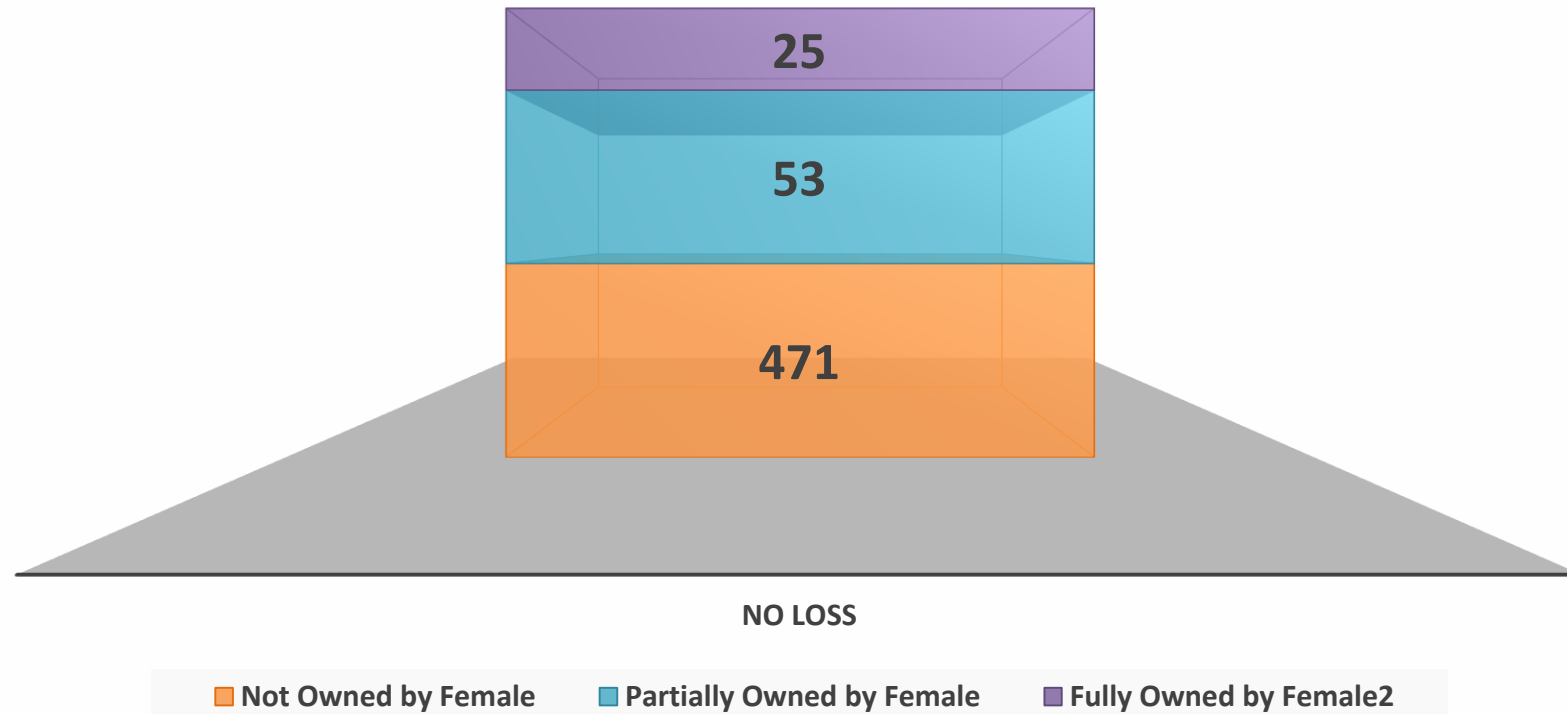
✓ Total Response received : 549 (Out of 558)





What are the losses to the establishment due to power outages?

✓ Total Response received : 549 (Out of 558)





TATA POWER-DDL

Towards a *Greener* Tomorrow

Thank You