Summary of Overall Standards of Performance

Name of Company Period of Report Year TATA Power-DDL Q1 2018-19

SI.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%)				
				Within Specified Time	Beyond specified time	(C)				
1 Power Supply Failure										
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be rectified within prescribed time limits under Schedule-1	122744	122568	176	99.86				
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		54429	53952	477	99.12				
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		881	875	6	99.32				
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		33087	32932	155	99.53				
(v)	Continuous scheduled power outages		5438	5408	30	99.45				
(vi)	Replacement of burnt meter or stolen meter		1420	1417	3	99.79				
		Period of scheduled	outage							
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1510	1510	0	100				
	Restoration of supply by 6:00 PM		1510	1501	9	99.40				
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	32792	32764	28	99.91				

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				Within Specified Time	Beyond specified time	(C)					
Reliability Indices											
4	SAIFI	To be laid down by									
	SAIDI	the Commission based on the targets	0.501								
	CAIDI	proposed by the Licensees	1								
5	Frequency variation	To maintain supply frequency within range as per IEGC		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					