

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report Q2  
 Year 2018-19

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	
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	104955	104682	273	99.74
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		47989	47439	550	98.85
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		559	559	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		33725	33592	133	99.61
(v)	Continuous scheduled power outages		2576	2557	19	99.26
(vi)	Replacement of burnt meter or stolen meter		2071	2068	3	99.86

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				Within Specified Time	Beyond specified time	
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1290	1290	0	100
	Restoration of supply by 6:00 PM		1290	1285	5	99.61
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	48157	48126	31	99.94
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.55			
	SAIDI		0.568			
	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%	2639	2326	0	0.05