

Summary of Overall Standards of Performance

Name of Company
Period of Report
Year

TATA Power-DDL
Q3
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	50451	50405	46	99.91
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		15205	15072	133	99.13
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		45	45	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		16519	16445	74	99.55
(v)	Continuous scheduled power outages		2829	2802	27	99.05
(vi)	Replacement of burnt meter or stolen meter		2737	2730	7	99.74

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				Within Specified Time	Beyond specified time	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2435	2435	0	100
	Restoration of supply by 6:00 PM		2435	2431	4	99.84
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	30223	30211	12	99.96
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.255			
	SAIDI		0.24			
	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%	2398	2178	0	0.05