

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q2
 Year FY 20-21

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	81815	81778	22706	99.95
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		38924	38852	10536	99.82
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		267	267	66	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		22124	22099	6053	99.89
(v)	Continuous scheduled power outages		2393	2384	923	99.62
(vi)	Replacement of burnt meter or stolen meter		3447	3447	1100	100.00

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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	1953	1953	0	100.00
	Restoration of supply by 6:00 PM		1953	1940	13	99.33
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	53255	53187	68	99.87
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.486			
	SAIDI		0.246			
	CAIDI		0.51			
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%	2940	2747	3	0.05