

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report Q2  
 FY 2022-23

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		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	76378	76362	16	99.98
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		23833	23683	150	99.37
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		177	177	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		37825	37771	54	99.86
(v)	Continuous scheduled power outages		1452	1452	0	100.00
(vi)	Replacement of burnt meter or stolen meter		1034	1034	0	100.00
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1580	1580	0	100.00
	Restoration of supply by 6:00 PM		1580	1577	3	99.81
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	47195	47163	32	99.93
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.394			
	SAIDI		0.250			
	CAIDI		0.635			
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%	3648	3693	10	0.07