

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q1
 Year FY 2020-21

| 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 | 68735 | 68661 | 74 | 99.89 |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 31921 | 31737 | 184 | 99.42 |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 244 | 242 | 2 | 99.18 |
| (iv) | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above | | 14766 | 14730 | 36 | 99.76 |
| (v) | Continuous scheduled power outages | | 1176 | 1176 | 0 | 100.00 |
| (vi) | Replacement of burnt meter or stolen meter | | 2526 | 2526 | 0 | 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 | 1337 | 1337 | 0 | 100.00 |
| | Restoration of supply by 6:00 PM | | 1337 | 1333 | 4 | 99.70 |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 33262 | 33103 | 159 | 99.52 |
| Reliability Indices | | | | | | |
| 4 | SAIFI | To be laid down by the Commission based on the targets proposed by the Licensees | 0.558 | | | |
| | SAIDI | | 0.352 | | | |
| | 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% | 1228 | 1104 | 0 | 0.02 |