

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q1
 FY 2023-24

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		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	68085	68022	63	99.91
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		21655	21432	223	98.97
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		235	233	2	99.15
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		31257	31216	41	99.87
(v)	Continuous scheduled power outages		902	902	0	100.00
(vi)	Replacement of burnt meter or stolen meter		803	802	1	99.88
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1398	1398	0	100.00
	Restoration of supply by 6:00 PM		1398	1383	15	98.93
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	38312	38286	26	99.93
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.383			
	SAIDI		0.239			
	CAIDI		0.624			
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%	1652	1593	1	0.03