

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q3
 Year 2017-18

SI.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	66069	65636	433	99.34
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		16497	15461	1036	93.72
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		140	138	2	98.57
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		NA			
(v)	Continuous scheduled power outages		3249	3191	58	98.21
(vi)	Replacement of burnt meter or stolen meter		1247	1243	4	99.68

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	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3145	3145	0	100
	Restoration of supply by 6:00 PM		3145	3131	13	99.55
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	30201	30123	78	99.74
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.407			
	SAIDI		0.408			
	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%	1587	1438	0	0.03