

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report FY
 Year 2018-2019

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	336383	335854	529	99.84
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		137797	136507	1290	99.06
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1643	1636	7	99.57
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		104286	103889	397	99.62
(v)	Continuous scheduled power outages		15107	14965	142	99.06
(vi)	Replacement of burnt meter or stolen meter		7595	7582	13	99.83

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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	8205	8205	0	100
	Restoration of supply by 6:00 PM		8205	8178	27	99.67
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	167542	167413	129	99.92
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.626			
	SAIDI		1.698			
	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%	8777	7855	0	0.04