

Summary of Overall Standards of Performance

Name of Company
Period of Report
FY

TATA Power-DDL
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	261140	260980	160	99.94
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		76673	76058	615	99.20
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		579	573	6	98.96
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		132872	132616	256	99.81
(v)	Continuous scheduled power outages		5992	5938	54	99.10
(vi)	Replacement of burnt meter or stolen meter		3686	3679	7	99.81
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8559	8559	0	100.00
	Restoration of supply by 6:00 PM		8559	8532	27	99.68
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	158182	158064	118	99.93
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.569			
	SAIDI		1.012			
	CAIDI		0.645			
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%	9434	9410	16	0.04

There are opening cases being attended during the year. Similarly cases exist being received /reported during the year but carried forward to next year.