

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report Q1  
 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	89927	89899	28	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		31180	31032	148	99.53
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		237	233	4	98.31
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		38521	38444	77	99.80
(v)	Continuous scheduled power outages		1319	1297	22	98.33
(vi)	Replacement of burnt meter or stolen meter		1126	1126	0	100.00
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1638	1638	0	100.00
	Restoration of supply by 6:00 PM		1638	1632	6	99.63
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	37962	37929	33	99.91
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.530			
	SAIDI		0.385			
	CAIDI		0.726			
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%	2158	2060	3	0.04