

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q2
 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	76534	76517	17	99.98
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		21332	21266	66	99.69
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		156	154	2	98.72
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		35040	35025	15	99.96
(v)	Continuous scheduled power outages		803	803	0	100.00
(vi)	Replacement of burnt meter or stolen meter		1036	1036	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1240	1240	0	100.00
	Restoration of supply by 6:00 PM		1240	1238	2	99.84
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	43531	43510	21	99.95
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.308			
	SAIDI		0.171			
	CAIDI		0.555			
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%	3786	3780	1	0.07