

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q3
 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	37649	37644	5	99.99
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5567	5539	28	99.50
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		28	28	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		17989	17982	7	99.96
(v)	Continuous scheduled power outages		839	836	3	99.64
(vi)	Replacement of burnt meter or stolen meter		702	702	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2309	2304	5	99.78
	Restoration of supply by 6:00 PM		2309	2298	11	99.52
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	31354	31343	11	99.96
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.213			
	SAIDI		0.107			
	CAIDI		0.502			
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%	1457	1519	2	0.03