

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q4
 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	51511	51442	69	99.87
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		12564	12382	182	98.55
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		90	89	1	98.89
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		33530	33444	86	99.74
(v)	Continuous scheduled power outages		1812	1796	16	99.12
(vi)	Replacement of burnt meter or stolen meter		712	709	3	99.58
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3005	3005	0	100.00
	Restoration of supply by 6:00 PM		3005	2992	13	99.57
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	36587	36557	30	99.92
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.364			
	SAIDI		0.217			
	CAIDI		0.596			
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%	1899	1919	1	0.03

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