

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q4
 FY 2025-26

SI.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	48550	48530	20	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		9204	9147	57	99.38
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		140	137	3	97.86
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		20008	19988	20	99.90
(v)	Continuous scheduled power outages		2426	2180	246	89.86
(vi)	Replacement of burnt meter or stolen meter		688	688	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3280	3279	1	99.97
	Restoration of supply by 6:00 PM		3280	3227	53	98.38
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	30310	30289	21	99.93
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.238			
	SAIDI		0.150			
	CAIDI		0.630			
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%	531	496	0	0.01