

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report Q4  
 Year 2019-20

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		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	62275	62220	55	99.91
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		17278	17162	116	99.33
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		157	155	2	98.73
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		15013	14978	35	99.77
(v)	Continuous scheduled power outages		4001	3941	60	98.50
(vi)	Replacement of burnt meter or stolen meter		1874	1874	0	100.00

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				Within Specified Time	Beyond specified time	
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3176	3176	0	100.00
	Restoration of supply by 6:00 PM		3176	3153	23	99.28
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	39554	39499	55	99.86
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.383			
	SAIDI		0.258			
	CAIDI		1			
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%	1026	972	1	0.02