

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report FY
 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	339119	338935	184	99.95
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		138633	138113	520	99.62
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1199	1187	12	99.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		81277	81142	135	99.83
(v)	Continuous scheduled power outages		12489	12364	125	99.00
(vi)	Replacement of burnt meter or stolen meter		7156	7156	0	100.00

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				Within Specified Time	Beyond specified time	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8163	8163	0	100.00
	Restoration of supply by 6:00 PM		8321	8266	55	99.34
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	165831	165609	222	99.87
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	2.267			
	SAIDI		1.64			
	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%	7050	6409	5	0.03