

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report FY
 Year 2021

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	237793	237604	189	99.92
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		96417	95902	515	99.47
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		680	676	4	99.41
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		84859	84711	148	99.83
(v)	Continuous scheduled power outages		9618	9480	138	98.57
(vi)	Replacement of burnt meter or stolen meter		10021	10019	2	99.98
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8998	8995	3	99.97
	Restoration of supply by 6:00 PM		8998	8949	49	99.46
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	160878	160562	316	99.80
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.837			
	SAIDI		1.054			
	CAIDI		0.57			
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%	7950	7311	639	0.04