

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q3
 Year 2019

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	59407	59342	65	99.89
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		16612	16388	224	98.65
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		77	75	2	97.40
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		15152	15097	55	99.64
(v)	Continuous scheduled power outages		2152	2134	18	99.16
(vi)	Replacement of burnt meter or stolen meter		1486	1486	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	1846	1846	0	100.00
	Restoration of supply by 6:00 PM		2004	1995	9	99.55
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	38524	38472	52	99.87
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.381			
	SAIDI		0.276			
	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%	1663	1571	0	0.03