

Fatal and non-fatal accident report

Name of TATA Power-DDL
 Period of Report FY
 FY 2022-23

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	0	0	0	0	2	10	1	3

FH-Fatal Human
 NFH-Non Fatal Human
 FA-Fatal Animal

Restoration of Power Supply

Name of Company
Period of Report
FY

TATA Power-DDL
FY
2022-23

Service Area	Standard w.r.t AT&C losses			Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the			Balance complaint to be attended
	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
1	2			3	4	5=3+4	6	7	8=6+7	9=5-8
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.	Within 3hrs	Within 4hrs	Within 6hr	0	261140	261140	260980	160	261140	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within 2hrs	Within 3hrs	Within 4hrs	0	76673	76673	76058	615	76673	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	579	579	570	6	576	3
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	132872	132872	132616	256	132872	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	5992	5992	5938	54	5992	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days			0	3686	3686	3679	7	3686	0

Quality of Power Supply

Name of Company
 Period of Report
 FY

TATA Power-DDL
 FY
 2022-23

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	Resolution Within 4hrs	0	0	0	0	0	0	0
Tap setting of transformer	Resolution Within 24hr	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/capacitor	Resolution Within 15 days	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	Resolution within 90 days	0	0	0	0	0	0	0

Complaint about meters

Name of Company TATA Power-DDL
 Period of Report FY
 FY 2022-23

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	Within fifteen days of receipt of complaint	310	15836	16146	15916	13	15929	217
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	29	993	1022	995	0	995	27
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	124	9563	9687	9569	20	9589	98
Complaint lodged for burnt meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter.Meter to be replaced within three days	19	4411	4430	4299	87	4386	44
Complaint lodged for stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days.	15	630	645	577	35	612	33

New connections/Additional Load, where power supply can be provided from existing network

Name of Company TATA Power-DDL

Period of Report FY

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Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Where no RoW or road cutting permission is required	Within 8 days from the acceptance of application	2028	101449	103477	100813	471	101284	2193
Where RoW or road cutting permission is required	Within 15 days from the acceptance of application	0	0	0	0	0	0	0

Applications for New connections/Additional Load, where power supply requires extension of distribution system

Name of Company TATA Power-DDL
 Period of Report FY
 FY 2022-23

Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total	Complaints attended during the month			Balance complaint to be attended
				Complaint	Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1. Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.	43	313	356	298	6	304	46
2. Electrified Areas (Where extension of lines or augmentation of Distribution Transformation on capacity , where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.	108	444	552	414	11	425	94
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	226	719	945	666	5	671	289
4. Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note	110	575	685	651	2	653	69
5. Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note	135	399	534	317	13	330	191

Connection in un-electrified areas

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 Period of Report FY
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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un- Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) Availability of right of way & land, wherever required	0	2	2	1	1	2	0
Un- Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Within 12 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) availability of right of way & land, wherever required.	17	19	36	18	15	33	3

Transfer of Consumer's connection and conversion of services

Name of Company
Period of Report
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TATA Power-DDL
December
2022-23

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	1098	5616	6714	5785	0	5785	929
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	36	677	713	695	1	696	17
Change of category	Change of category within 7 days of acceptance of application	84	335	419	352	0	352	67
In case connection is denied after receipt of payment against demand note		NA						
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent	By 31st May	0	0	0	0	0	0	0

Complaints about consumer's bills, disconnection, reconnection of supply

Name of Company TATA Power-DDL

Period of Report FY

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	16	9434	9450	9410	16	9426	24
Non-Payment of dues by the consumer		0	0	0	0	0	0	0
Request for reconnection	Licensee shall reconnect the consumer's installation within 24hrs of payment	0	131	131	131	0	131	0
Final bill for vacation of Premises / change of occupancy/ Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days from the date of disconnection.	305	31261	31566	30453	732	31185	381

Failure of Distribution Transformer

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No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Number of distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
30926	-675	30251	562	1.86

#Net of addition and retirement

Failure of Power Transformer

Name of Company TATA Power-DDL
 Period of Report FY
 FY 2022-23

No. of Power transformers at the beginning of the month	No. of Power transformers added during the month	Total number of Power transformers	Number of Power transformers failed	% Failure rate of Power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
215	2	217	1	0

Summary of Overall Standards of Performance

Name of Company
Period of Report
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TATA Power-DDL
FY
2022-23

Sl.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	261140	260980	160	99.94
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		76673	76058	615	99.20
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		579	573	6	98.96
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		132872	132616	256	99.81
(v)	Continuous scheduled power outages		5992	5938	54	99.10
(vi)	Replacement of burnt meter or stolen meter		3686	3679	7	99.81
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8559	8559	0	100.00
	Restoration of supply by 6:00 PM		8559	8532	27	99.68
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	158182	158064	118	99.93
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.569			
	SAIDI		1.012			
	CAIDI		0.645			
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%	9434	9410	16	0.04

There are opening cases being attended during the year. Similarly cases exist being received /reported during the year but carried forward to next year.

Compensation Details

Name of Company TATA Power-DDL
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Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable in (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity Connections		0	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation Required	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(iii)	Un-electrified Areas	1% of the amount deposited by developer/ applicants per day of default.	0	0	0	0	0
(iv)	Connection denied after receipt of payment against demand note	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(v)	Connection energized through loop	Rs. 500 per kW of sanctioned/contract demand	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default.	0	0	0	0	0
4	Notice for downward revision of load	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default.	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of meters	Rs.50 for each day of default	0	0	0	0	0
8	Fault in street light maintained by the Licensee	Rs.75 for each day of default	0	0	0	0	0
9	Voltage fluctuations and complaints		0	0	0	0	0
(i)	Local problem	Rs. 50 for each day of default	0	0	0	0	0
(ii)	Tap setting of transformer	Rs. 25 for each day of default	0	0	0	0	0
(iii)	Repair of distribution line /transformer / capacitor	Rs. 100 for each day of default	0	0	0	0	0
(iv)	Installation and up-gradation of HT/LT System		0	0	0	0	0
10	Power supply Failure	Rs. 10 per KW per hour of sanctioned or contract demand, as the case may be, subject to maximum of Rs. 200 per hour per consumer.	0	0	0	0	0
11	Total		0	0	0	0	0

Unauthorised Use of Electricity

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No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
637	673	4	0	0

Theft of Electricity

Name of Company
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2022-23

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer
3394	757	930	927	3