

Format I

Fatal and non-fatal accident report

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

Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside		
FH	NFH	FH	FA	NFH
1	0	4	0	3

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

Restoration of Power Supply

Name of Company
Period of Report
Year

TATA Power-DDL
FY
2021

Service Area	Standard w.r.t AT&C losses			Pending complaint of the previous Year	Complaint received during the Year	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	237793	237793	237604	189	237793	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	96417	96417	95902	515	96417	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	680	680	676	4	680	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	84859	84859	84711	148	84859	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	9618	9618	9480	138	9618	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	10021	10021	10019	2	10021	0

Quality of Power Supply

Name of Company
 Period of Report
 Year

TATA Power-DDL
 FY
 2021

Service Area	Standard	Pending complaint of the previous Year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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/transform/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
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Service Area	Standard	Pending complaint of the previous Year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	181	9264	9445	9196	18	9214	231
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	0	168	168	148	0	148	20
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	66	6053	6119	5787	65	5852	267
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	69	2432	2501	2284	171	2455	46
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.	14	259	273	198	48	246	27

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

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Description	Standard	Pending complaint of the previous Year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	884	74930	75814	72524	2189	74713	1101
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
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TATA Power-DDL
 FY
 2021

Description	Standard	Pending complaint of the previous Year	Complaint received during the Year	Total	Complaints attended during the		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.	50	340	390	323	16	339	51
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.	57	338	395	285	27	312	83
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	134	546	680	418	19	437	243
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	103	139	242	179	4	183	59
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	124	331	455	263	3	266	189

Connection in un-electrified areas

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Service Area	Standard	Pending complaint of the previous Year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	163	64	227	158	63	221	6
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.	1221	3034	4255	4064	97	4161	94

Transfer of Consumer's connection and conversion of services

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Service Area	Standard	Pending complaint of the previous	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	265	31049	31314	30606	1	30607	707
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	59	11036	11095	10965	75	11040	55
Change of category	Change of category within 7 days of acceptance of application	84	3497	3581	3418	49	3467	114
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

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					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.	13	7669	7682	7619	20	7639	43
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	9	4440	4449	4439	0	4439	10
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.	388	23192	23580	21173	1410	22583	997

Failure of Distribution Transformer

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No. of Distribution transformers at the beginning of the Year	No. of Distribution transformers added during the Year	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)%
30998	173	31171	319	1.02

Failure of Power Transformer

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No. of Power transformers at the beginning of the Year	No. of Power transformers added during the Year	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)%
205	7	212	0	0

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
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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

Compensation Details

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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

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.)
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 Failure supply	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
168	128	0	2	0

Theft of Electricity

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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
1984	422	402	398	4