

**Format I**

**Fatal and non-fatal accident report**

Name of TATA Power-DDL

Period of Report May

FY 2025-26

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	1	0	0	0	0	2

FH-Fatal Human

NFH-Non Fatal Human

FA-Fatal Animal

## Action taken report for safety measures complied for the accidents occurred

Name of Company TATA Power-DDL  
 Period of Report May  
 FY 2025-26

S.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI/ AEI	Remedies suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	A-100/1A Wazirpur Industrial area	12-05-2027	Non Fatal	<p>After receiving a No Current Complaint from Wazirpur industrial Area, zonal team of BU-Wazirpur (D-KPM) reached at the mentioned address and found Fuse blown at 3-phase HVDS DT installed at Pole No.: HT 502-31/51/11. As per information received from local public, zonal team came to know that a person fell on DT from roof of the adjacent building and got electric shock. Neighbours also told the zonal team that the person (victim) was probably under the influence of alcohol at the time of incident. Before reaching of zonal team at site, the victim was taken to nearby hospital by the neighbours.</p> <p>After due patrolling of the area, supply was restored by zonal breakdown team.</p> <p>Name of the injured person – Sh. Vikas Kumar s/o Late Sh. Ram Parvesh Rai.</p>	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA

## Restoration of Power Supply

Name of Company

TATA Power-DDL

Period of Report

May

FY

2025-26

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	9429	9429	9424	5	9429	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	5879	5879	5858	21	5879	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	65	65	65	0	65	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	9385	9385	9376	9	9385	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	391	391	391	0	391	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	245	245	245	0	245	0

**Quality of Power Supply**

Name of Company  
Period of Report  
FY

TATA Power-DDL  
May  
2025-26

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/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

Period of Report May

FY 2025-26

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	172	647	819	525	0	525	294
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	18	69	87	45	0	45	42
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	43	379	422	333	0	333	89
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	465	484	450	7	457	27
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.	16	24	40	25	3	28	12

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

Name of Company TATA Power-DDL

Period of Report May

FY 2025-26

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 7 days from the acceptance of application	6184	18376	24560	19222	48	19270	5290
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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FY

TATA Power-DDL  
May  
2025-26

Description	Standard	Pending complaint of the previous month	Complaint received during the month	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.	155	92	247	107	15	122	125
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.	146	67	213	74	5	79	134
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	149	55	204	69	0	69	135
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	22	6	28	5	0	5	23
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	0	0	0	0	0	0	0

## Connection in un-electrified areas

Name of Company  
Period of Report  
FY

TATA Power-DDL  
May  
2025-26

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the			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	322	643	965	695	0	695	270
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.	215	65	280	73	0	73	207



Format IX

Transfer of Consumer's connection and conversion of services

Name of Company  
Period of Report  
FY

TATA Power-DDL  
May  
2025-26

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	965	4425	5390	4408	0	4408	982
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	48	579	627	588	1	589	38
Change of category	Change of category within 7 days of acceptance of application	159	382	541	401	2	403	138
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

Format X

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

Name of Company  
Period of Report  
FY

TATA Power-DDL  
May  
2025-26

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.	23	266	289	256	0	256	33
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	72	3484	3556	3464	63	3527	29
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.	412	2796	3208	2704	3	2707	501

Format XI

Failure of Distribution Transformer

Name of Company TATA Power-DDL  
 Period of Report May  
 FY 2025-26

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)%
30287	15	30302	26	0.09

Format XII

Failure of Power Transformer

Name of Company TATA Power-DDL  
 Period of Report May  
 FY 2025-26

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)%
220	0	220	0	0

## Summary of Overall Standards of Performance

Name of Company  
Period of Report  
FY

TATA Power-DDL  
May  
2025-26

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	9429	9424	5	99.95
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5879	5858	21	99.64
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		65	65	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9385	9376	9	99.90
(v)	Continuous scheduled power outages		391	391	0	100.00
(vi)	Replacement of burnt meter or stolen meter		245	245	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	647	647	0	100.00
	Restoration of supply by 6:00 PM		647	644	3	99.54
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	14527	14515	12	99.92
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.080			
	SAIDI		0.052			
	CAIDI		0.650			
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%	266	233	0	0.01

## Compensation Details

Name of Company TATA Power-DDL  
 Period of Report May  
 FY 2025-26

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 (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	<b>Total</b>		0	0	0	0	0

**Unauthorised Use of Electricity**

Name of Company                      TATA Power-DDL  
Period of Report                      May  
FY    2025-26

<b>No. of cases booked</b>	<b>No. of cases where UUE is established by the Licensee</b>	<b>No. of cases where appeal filed by the consumer before the Appellate Authority</b>	<b>No. of cases decided by the Appellate Authority in favour of the Licensee</b>	<b>No. of cases decided by the Appellate Authority in favour of the consumer</b>
195	104	0	0	0

**Theft of Electricity**

Name of Company  
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FY

TATA Power-DDL  
May  
2025-26

<b>No. of cases booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgement delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favour of Licensee</b>	<b>No. of cases decided by the Special Court in favour of consumer</b>
424	94	37	37	0