

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q3
 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	49849	49830	19	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		10753	10702	51	99.53
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		62	61	1	98.39
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		26713	26695	18	99.93
(v)	Continuous scheduled power outages		1726	1670	56	96.76
(vi)	Replacement of burnt meter or stolen meter		851	850	1	99.88
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2250	2250	0	100.00
	Restoration of supply by 6:00 PM		2250	2245	5	99.78
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	41379	41369	10	99.98
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.319			
	SAIDI		0.188			
	CAIDI		0.589			
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%	2013	1840	1	0.03