

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q4
 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	47716	47668	48	99.90
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		13523	13341	182	98.65
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		128	126	2	98.44
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		30142	30071	71	99.76
(v)	Continuous scheduled power outages		3996	3889	107	97.32
(vi)	Replacement of burnt meter or stolen meter		1593	1591	2	99.87
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3218	3218	0	100.00
	Restoration of supply by 6:00 PM		3218	3198	20	99.38
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	39915	39875	40	99.90
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.439			
	SAIDI		0.244			
	CAIDI		0.56			
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%	2373	2147	226	0.05