

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q1
 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	80407	80372	35	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		35737	35621	116	99.68
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		139	139	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		43171	43085	86	99.80
(v)	Continuous scheduled power outages		1591	1585	6	99.62
(vi)	Replacement of burnt meter or stolen meter		1295	1295	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1153	1153	0	100.00
	Restoration of supply by 6:00 PM		1153	1146	7	99.39
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	52579	52541	38	99.93
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.597			
	SAIDI		0.341			
	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%	3955	3604	116	0.08