

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report Q3  
 FY 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	43321	43304	17	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5972	5936	36	99.40
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		102	96	6	94.12
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		17895	17873	22	99.88
(v)	Continuous scheduled power outages		936	924	12	98.72
(vi)	Replacement of burnt meter or stolen meter		1071	1069	2	99.81
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2092	2092	0	100.00
	Restoration of supply by 6:00 PM		2092	2082	10	99.52
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	30444	30431	13	99.96
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.201			
	SAIDI		0.122			
	CAIDI		0.607			
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%	634	601	6	0.01