Summary of Overall Standards of Performance

Name of Company Period of Report Year TATA Power-DDL

Q4 2018-2019

SI.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%)			
				Within Specified Time	Beyond specified time	(C)			
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.		58233	58199	34	99.94			
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		20174	20044	130	99.36			
(iii)	Continuous power supply failure requiring replacement of distribution transformer.	under Schedule-1	158	157	1	99.37			
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		20955	20920	35	99.83			
(v)	Continuous scheduled power outages		4264	4198	66	98.45			
(vi)	Replacement of burnt meter or stolen meter		1367	1367	0	100.00			

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				Within Specified Time	Beyond specified time	(C)				
Period of scheduled outage										
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2970	2970	0	100				
	Restoration of supply by 6:00 PM		2970	2961	9	99.70				
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	56370	56312	58	99.90				
	Reliability Indices									
4	SAIFI	To be laid down by the Commission based on the targets proposed	0.332							
	SAIDI		0.309							
	CAIDI	by the Licensees	1							
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%	1860	1711	0	0.04				