

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q4
 Year 2018

SI.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		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	66889	66562	327	99.51
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		18051	17538	513	97.16
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		88	88	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		NA			
(v)	Continuous scheduled power outages		4397	4321	76	98.27
(vi)	Replacement of burnt meter or stolen meter		1187	1183	4	99.66

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time	Beyond specified time	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3230	3230	0	100
	Restoration of supply by 6:00 PM		3230	3212	18	99.44
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	29055	29013	42	99.86
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.419			
	SAIDI		0.420			
	CAIDI		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%	1095	976	0	0.02