

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q1
 FY 2024-25

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	74321	74298	23	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		27313	27124	189	99.31
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		239	229	10	95.82
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		30145	30101	44	99.85
(v)	Continuous scheduled power outages		1025	1023	2	99.80
(vi)	Replacement of burnt meter or stolen meter		981	981	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1781	1781	0	100.00
	Restoration of supply by 6:00 PM		1781	1777	4	99.78
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	31959	31935	24	99.92
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.365			
	SAIDI		0.355			
	CAIDI		0.973			
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%	2043	1924	2	0.03