

Summary of Overall Standards of Performance

Name of Company
Period of Report
Year

TATA Power-DDL
Sep'17 to Mar'18
2018

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	163533	162720	813	99.50
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		42804	41145	1659	96.12
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		374	372	2	99.47
(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		9060	8904	156	98.28
(vi)	Replacement of burnt meter or stolen meter		3000	2992	8	99.73
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	7296	7296	0	100
	Restoration of supply by 6:00 PM		7296	7262	33	99.53
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	71152	70955	197	99.72
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.014			
	SAIDI		1.009			
	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%	3399	3072	0	0.03

Note- Overall Standards Of Performance based on Delhi Electricity Regulatory Commission (Supply Code and Performance Standards) Regulation, 2017 with effective from 1st Sep'17