

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report FY
 Year 2022

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	291698	291584	114	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		92743	92450	293	99.68
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		623	620	3	99.52
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		152855	152675	180	99.88
(v)	Continuous scheduled power outages		6956	6853	103	98.52
(vi)	Replacement of burnt meter or stolen meter		4263	4261	2	99.95
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	7124	7118	5	99.92
	Restoration of supply by 6:00 PM		7124	7100	27	99.66
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	195264	195131	133	99.93
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.754			
	SAIDI		0.977			
	CAIDI		0.557			
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%	14589	13334	120	0.04