

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report FY
 FY 2023-24

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	228111	228010	101	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		56371	56019	352	99.38
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		470	465	5	98.94
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		105541	105469	72	99.93
(v)	Continuous scheduled power outages		4001	3994	7	99.83
(vi)	Replacement of burnt meter or stolen meter		3394	3392	2	99.94
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8421	8416	5	99.94
	Restoration of supply by 6:00 PM		8421	8357	64	99.24
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	146768	146693	75	99.95
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.152			
	SAIDI		0.681			
	CAIDI		0.591			
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%	8485	8492	5	0.04

There are opening cases being attended during the year. Similarly cases exist being received /reported during the year but carried forward to next year.