

Summary of Overall Standards of Performance

Name of Company
Period of Report
FY

TATA Power-DDL
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	213969	213902	67	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		75975	75678	297	99.61
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		547	533	14	97.44
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		93145	93072	73	99.92
(v)	Continuous scheduled power outages		4173	4162	11	99.74
(vi)	Replacement of burnt meter or stolen meter		3385	3385	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	7881	7880	1	99.99
	Restoration of supply by 6:00 PM		7881	7816	65	99.18
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	158364	158273	91	99.94
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.110			
	SAIDI		0.829			
	CAIDI		0.747			
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%	6198	5745	3	0.02

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