

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q1
 FY 2025-26

| 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 | 34251 | 34238 | 11 | 99.96 |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 18566 | 18506 | 48 | 99.68 |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 243 | 243 | 0 | 100.00 |
| (iv) | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above | | 21266 | 21252 | 18 | 99.93 |
| (v) | Continuous scheduled power outages | | 888 | 888 | 0 | 100.00 |
| (vi) | Replacement of burnt meter or stolen meter | | 742 | 742 | 0 | 100.00 |
| Period of scheduled outage | | | | | | |
| 2 | Maximum duration in a single stretch | At least 95% of cases resolved within time limit | 1446 | 1446 | 0 | 100.00 |
| | Restoration of supply by 6:00 PM | | 1445 | 1438 | 7 | 99.52 |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 37784 | 37706 | 78 | 99.79 |
| | | Reliability | Indices | | | |
| 4 | SAIFI | To be laid down by the Commission based on the targets proposed by the Licensees | 0.292 | | | |
| | SAIDI | | 0.218 | | | |
| | 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% | 878 | 849 | 1 | 0.01 |