

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q2
 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	78783	78761	22	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		20607	20525	82	99.60
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		221	218	3	98.64
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		31556	31545	11	99.97
(v)	Continuous scheduled power outages		967	967	0	100.00
(vi)	Replacement of burnt meter or stolen meter		1035	1035	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1332	1332	0	100.00
	Restoration of supply by 6:00 PM		1332	1314	18	98.65
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	56162	56114	48	99.91
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.336			
	SAIDI		0.227			
	CAIDI		0.675			
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%	2408	2501	4	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.