

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q2
 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	76196	76178	18	99.98
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		19804	19748	56	99.72
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		185	185	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		32810	32796	14	99.96
(v)	Continuous scheduled power outages		447	447	0	100.00
(vi)	Replacement of burnt meter or stolen meter		1226	1224	2	99.84
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	841	841	0	100.00
	Restoration of supply by 6:00 PM		841	833	8	99.05
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	47985	47906	79	99.84
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.350			
	SAIDI		0.220			
	CAIDI		0.628			
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%	1579	1608	2	0.03