

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q2
 Year 2019-20

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		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	104370	104336	34	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		51817	51754	63	99.88
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		432	430	2	99.54
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		25775	25756	19	99.93
(v)	Continuous scheduled power outages		2698	2654	44	98.37
(vi)	Replacement of burnt meter or stolen meter		1968	1968	0	100.00

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				Within Specified Time	Beyond specified time	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1309	1309	0	100.00
	Restoration of supply by 6:00 PM		1309	1303	6	99.54
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	46877	46784	93	99.80
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.688			
	SAIDI		0.492			
	CAIDI		1			
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%	2394	2124	2	0.04