

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q3
 FY 2022-23

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		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	43324	43277	47	99.89
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		9096	8961	135	98.52
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		75	74	1	98.67
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		22996	22957	39	99.83
(v)	Continuous scheduled power outages		1409	1393	16	98.86
(vi)	Replacement of burnt meter or stolen meter		814	810	4	99.51
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2336	2336	0	100.00
	Restoration of supply by 6:00 PM		2336	2331	5	99.79
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	36438	36415	23	99.94
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.281			
	SAIDI		0.160			
	CAIDI		0.569			
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%	1729	1738	2	0.03