

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q3
 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	31133	31124	9	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		20436	20425	11	99.95
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		34	33	1	97.06
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		19117	19110	7	99.96
(v)	Continuous scheduled power outages		878	878	0	100.00
(vi)	Replacement of burnt meter or stolen meter		766	766	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1664	1664	0	100.00
	Restoration of supply by 6:00 PM		1664	1651	13	99.22
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	36981	36973	8	99.98
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.200			
	SAIDI		0.132			
	CAIDI		0.660			
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%	944	962	1	0.02

There are opening cases being attended during the year. Similarly cases exist being received /reported during the year but carried forward to next year.