

Summary of Overall Standards of Performance

Name of Company
Period of Report
FY

TATA Power-DDL
Q4
2023-24

SI.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	45843	45827	16	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		7817	7782	35	99.55
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		51	50	1	98.04
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		21255	21246	9	99.96
(v)	Continuous scheduled power outages		1457	1453	4	99.73
(vi)	Replacement of burnt meter or stolen meter		853	852	1	99.88
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3474	3474	0	100.00
	Restoration of supply by 6:00 PM		3474	3438	36	98.96
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	33571	33554	17	99.95
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.248			
	SAIDI		0.165			
	CAIDI		0.664			
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%	1590	1600	1	0.03

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