

Summary of Overall Standards of Performance

Name of Company
Period of Report
FY

TATA Power-DDL
Q4
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	29732	29719	13	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		7619	7604	15	99.80
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		53	53	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		12327	12316	11	99.91
(v)	Continuous scheduled power outages		1303	1294	9	99.31
(vi)	Replacement of burnt meter or stolen meter		603	603	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	3104	3103	1	99.97
	Restoration of supply by 6:00 PM		3104	3074	30	99.03
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	33262	33251	11	99.97
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.209			
	SAIDI		0.115			
	CAIDI		0.550			
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%	803	748	0	0.01