

**Fatal and non-fatal accident report**

Name of TATA Power-DDL

Period of Report January

FY 2025-26

| Number of Accidents during the month |     |         |    |     | Cumulative since starting of year |     | Cumulative since starting of year |    |     |
|--------------------------------------|-----|---------|----|-----|-----------------------------------|-----|-----------------------------------|----|-----|
| Departmental                         |     | Outside |    |     | Departmental                      |     | Outside                           |    |     |
| FH                                   | NFH | FH      | FA | NFH | FH                                | NFH | FH                                | FA | NFH |
| 0                                    | 0   | 0       | 0  | 0   | 0                                 | 0   | 6                                 | 0  | 3   |

FH-Fatal Human

NFH-Non Fatal Human

FA-Fatal Animal



## Restoration of Power Supply

Name of Company  
Period of Report  
FY

TATA Power-DDL  
January  
2025-26

| Service Area  | Standard w.r.t AT&C losses  |                            |               | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the |                       |       | Balance complaint to be attended |
|---|---|----------------------------|---------------|---|-------------------------------------|-----------------|--------------------------------|-----------------------|-------|----------------------------------|
|   | Upto 10%  | More than 10% and upto 20% | More than 20% |   |                                     |                 | Within Specified Time          | Beyond specified time | Total |                                  |
| 1   | 2   |                            |               | 3                                       | 4                                   | 5=3+4           | 6                              | 7                     | 8=6+7 | 9=5-8                            |
| 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. | Within 3hrs   | Within 4hrs                | Within 6hr    | 0                                       | 16500                               | 16500           | 16498                          | 2                     | 16500 | 0                                |
| Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.                             | Within 2hrs   | Within 3hrs                | Within 4hrs   | 0                                       | 2762                                | 2762            | 2758                           | 4                     | 2762  | 0                                |
| Continuous power supply failure requiring replacement of distribution transformer.  | Within 6hrs   |                            |               | 0                                       | 29                                  | 29              | 29                             | 0                     | 29    | 0                                |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above   | Within 3hrs   |                            |               | 0                                       | 7373                                | 7373            | 7369                           | 4                     | 7373  | 0                                |
| Continuous scheduled power outages  | Within 12hrs or restoration of power supply by 6PM  |                            |               | 0                                       | 648                                 | 648             | 617                            | 31                    | 648   | 0                                |
| Replacement of burnt meter or stolen meter  | Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days |                            |               | 0                                       | 324                                 | 324             | 324                            | 0                     | 324   | 0                                |

**Quality of Power Supply**

Name of Company  
 Period of Report  
 FY

TATA Power-DDL  
 January  
 2025-26

| Service Area  | Standard                  | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month |                       |       | Balance complaint to be attended |
|---|---------------------------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|   |                           |   |                                     |                 | Within Specified Time                | Beyond specified time | Total |                                  |
| 1   | 2                         | 3                                       | 4                                   | 5=3+4           | 6                                    | 7                     | 8=6+7 | 9=5-8                            |
| Local Problem   | Resolution Within 4hrs    | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| Tap setting of transformer  | Resolution Within 24hr    | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| Repair of Distribution Line/transform/capacitor                   | Resolution Within 15 days | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| Installation and Up gradation of High Tension/ Low Tension System | Resolution within 90 days | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |

## Complaint about meters

Name of Company TATA Power-DDL  
 Period of Report January  
 FY 2025-26

| Service Area                                      | Standard   | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month |                       |       | Balance complaint to be attended |
|---|--|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|   |  |   |                                     |                 | With in Specified Time               | Beyond specified time | Total |                                  |
| 1   | 2  | 3                                       | 4                                   | 5=3+4           | 6                                    | 7                     | 8=6+7 | 9=5-8                            |
| Complaint lodged for accuracy test of meter-Fast  | Within fifteen days of receipt of complaint  | 0                                       | 645                                 | 645             | 378                                  | 0                     | 378   | 267                              |
| Complaint lodged for accuracy test of meter- Slow | Within fifteen days of receipt of complaint  | 0                                       | 52                                  | 52              | 25                                   | 0                     | 25    | 27                               |
| Complaint lodged for defective / stuck meter      | Within fifteen days of declaring meter defective   | 38                                      | 254                                 | 292             | 242                                  | 1                     | 243   | 49                               |
| Complaint lodged for burnt meter                  | Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter.Meter to be replaced within three days   | 11                                      | 327                                 | 338             | 321                                  | 0                     | 321   | 17                               |
| Complaint lodged for stolen meter                 | Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days. | 11                                      | 25                                  | 36              | 24                                   | 0                     | 24    | 12                               |

**New connections/Additional Load, where power supply can be provided from existing network**

Name of Company TATA Power-DDL  
 Period of Report January  
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| Description   | Standard  | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month |                       |       | Balance complaint to be attended |
|---|---|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|   |   |   |                                     |                 | Within Specified Time                | Beyond specified time | Total |                                  |
| 1   | 2   | 3                                       | 4                                   | 5=3+4           | 6                                    | 7                     | 8=6+7 | 9=5-8                            |
| Where no RoW or road cutting permission is required | Within 7 days from the acceptance of application  | 3907                                    | 11924                               | 15831           | 12382                                | 40                    | 12422 | 3409                             |
| Where RoW or road cutting permission is required    | Within 15 days from the acceptance of application | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |

**Applications for New connections/Additional Load, where power supply requires extension of distribution system**

Name of Company  
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| Description   | Standard  | Pending complaint of the previous month | Complaint received during the month | Total     | Complaints attended during the |                       | Balance complaint to be attended |       |
|---|---|---|-------------------------------------|-----------|--------------------------------|-----------------------|----------------------------------|-------|
|   |   |   |                                     | Complaint | Within Specified Time          | Beyond specified time |                                  | Total |
| 1   | 2   | 3                                       | 4                                   | 5=3+4     | 6                              | 7                     | 8=6+7                            | 9=5-8 |
| 1. Electrified Areas (where extension of line upto five poles is required)  | Within 15 days from the date of receipt of full payment against demand note.  | 71                                      | 96                                  | 167       | 61                             | 12                    | 73                               | 94    |
| 2. Electrified Areas (Where extension of lines or augmentation of Distribution Transformation on capacity , where peak load of transformer has reached 90% of its rated capacity) | Within 2 months from the date of receipt of full payment against demand note. | 72                                      | 64                                  | 136       | 40                             | 3                     | 43                               | 93    |
| 3. Electrified Areas (Where new Distribution Transformer is required)   | Within 4 months from the date of receipt of payment against demand note       | 168                                     | 179                                 | 347       | 73                             | 14                    | 87                               | 260   |
| 4. Electrified Areas (Where existing 11 KV network needs to be augmented)   | Within 6 months from the date of receipt of payment against demand note       | 57                                      | 8                                   | 65        | 40                             | 1                     | 41                               | 24    |
| 5. Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)   | Within 8 months from the date of receipt of payment against demand note       | 0                                       | 0                                   | 0         | 0                              | 0                     | 0                                | 0     |

## Connection in un-electrified areas

Name of Company  
Period of Report  
FY

TATA Power-DDL  
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| Service Area  | Standard   | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the |                       |       | Balance complaint to be attended |
|---|--|---|-------------------------------------|-----------------|--------------------------------|-----------------------|-------|----------------------------------|
|   |  |   |                                     |                 | Within Specified Time          | Beyond specified time | Total |                                  |
| 1   | 2  | 3                                       | 4                                   | 5=3+4           | 6                              | 7                     | 8=6+7 | 9=5-8                            |
| Un- Electrified Areas<br>(Where connection from nearby existing network is possible)  | Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to:<br>(i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and<br>(ii) Availability of right of way & land, wherever required   | 36                                      | 40                                  | 76              | 44                             | 6                     | 50    | 26                               |
| Un- Electrified Areas/<br>Green Field Projects<br>(Where new network is to be laid or grid station needs to be established) | Within 12 months from the date of receipt of approval from the Commission, wherever required, subject to:<br>(i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and<br>(ii) availability of right of way & land, wherever required. | 187                                     | 89                                  | 276             | 95                             | 22                    | 117   | 159                              |

## Transfer of Consumer's connection and conversion of services

Name of Company  
Period of Report  
FY

TATA Power-DDL  
January  
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| Service Area  | Standard  | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month |                       |       | Balance complaint to be attended |
|---|---|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|   |   |   |                                     |                 | Within Specified Time                | Beyond specified time | Total |                                  |
| 1   | 2   | 3                                       | 4                                   | 5=3+4           | 6                                    | 7                     | 8=6+7 | 9=5-8                            |
| Transfer of Name  | Within two billing cycles of acceptance of application or clearing of dues whichever is later | 699                                     | 5680                                | 6379            | 5587                                 | 1                     | 5588  | 495                              |
| Load reduction  | Within ten days of acceptance of application, shall be effective from next billing cycle      | 46                                      | 670                                 | 716             | 661                                  | 0                     | 661   | 55                               |
| Change of category  | Change of category within 7 days of acceptance of application                                 | 147                                     | 307                                 | 454             | 298                                  | 30                    | 328   | 126                              |
| In case connection is denied after receipt of payment against demand note |   | NA                                      |                                     |                 |                                      |                       |       |                                  |
| Connection energized through loop   |   | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| If notice for downward revision if any is not sent                        | By 31st May   | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |

## Complaints about consumer's bills, disconnection, reconnection of supply

Name of Company TATA Power-DDL  
 Period of Report January  
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| Service Area  | Standard   | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month |                       |       | Balance complaint to be attended |
|---|--|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|   |  |   |                                     |                 | Within Specified Time                | Beyond specified time | Total |                                  |
| 1   | 2  | 3                                       | 4                                   | 5=3+4           | 6                                    | 7                     | 8=6+7 | 9=5-8                            |
| Complaints on billing   | Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.  | 10                                      | 186                                 | 196             | 175                                  | 1                     | 176   | 20                               |
| Non-Payment of dues by the consumer   |  | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| Request for reconnection  | Licensee shall reconnect the consumer's installation within 24hrs of payment   | 82                                      | 3836                                | 3918            | 3797                                 | 39                    | 3836  | 82                               |
| Final bill for vacation of Premises / change of occupancy/ Consumer wanting disconnection | Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days from the date of disconnection. | 380                                     | 2531                                | 2911            | 2428                                 | 8                     | 2436  | 475                              |





## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report January  
 FY 2025-26

| SI.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 | 16500                              | 16498                 | 2                     | 99.99                        |
| (ii)                              | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.                             |  | 2762                               | 2758                  | 4                     | 99.86                        |
| (iii)                             | Continuous power supply failure requiring replacement of distribution transformer.  |  | 29                                 | 29                    | 0                     | 100.00                       |
| (iv)                              | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above   |  | 7373                               | 7369                  | 4                     | 99.95                        |
| (v)                               | Continuous scheduled power outages  |  | 648                                | 617                   | 31                    | 95.22                        |
| (vi)                              | Replacement of burnt meter or stolen meter  |  | 324                                | 324                   | 0                     | 100.00                       |
| <b>Period of scheduled outage</b> |   |  |                                    |                       |                       |                              |
| 2                                 | Maximum duration in a single stretch  | At least 95% of cases resolved within time limit   | 1052                               | 1052                  | 0                     | 100.00                       |
|                                   | Restoration of supply by 6:00 PM  |  | 1052                               | 1041                  | 11                    | 98.95                        |
| 3                                 | Faults in street light maintained by the Licensee   | At least 90% cases should be complied within prescribed time limits                            | 9822                               | 9815                  | 7                     | 99.93                        |
| Reliability                       |   |  | Indices                            |                       |                       |                              |
| 4                                 | SAIFI   | To be laid down by the Commission based on the targets proposed by the Licensees               | 0.081                              |                       |                       |                              |
|                                   | SAIDI   |  | 0.060                              |                       |                       |                              |
|                                   | CAIDI   |  | 0.741                              |                       |                       |                              |
| 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%   | 186                                | 170                   | 0                     | 0.01                         |

## Compensation Details

Name of Company TATA Power-DDL  
 Period of Report January  
 FY 2025-26

| Sl.No. | Event  | Compensation specified for violation of standard  | Claimed      |                | Payable/Paid                                  |                                      |                                      |
|--------|--|---|--------------|----------------|---|--------------------------------------|--------------------------------------|
|        |  |   | No. of cases | Amount claimed | No. of cases in which compensation is payable | Amount of compensation payable (Rs.) | Amount of compensation paid in (Rs.) |
| 1      | Electricity Connections  |   | 0            | 0              | 0   | 0                                    | 0                                    |
| (i)    | Electrified Areas  | 1.5% of the demand charges deposited by consumer for each day of default.   | 0            | 0              | 0   | 0                                    | 0                                    |
| (ii)   | Augmentation Required  | 1.5% of the demand charges deposited by consumer for each day of default  | 0            | 0              | 0   | 0                                    | 0                                    |
| (iii)  | Un-electrified Areas   | 1% of the amount deposited by developer/ applicants per day of default.   | 0            | 0              | 0   | 0                                    | 0                                    |
| (iv)   | Connection denied after receipt of payment against demand note | 1.5% of the demand charges deposited by consumer for each day of default  | 0            | 0              | 0   | 0                                    | 0                                    |
| (v)    | Connection energized through loop                              | Rs. 500 per kW of sanctioned/contract demand  | 0            | 0              | 0   | 0                                    | 0                                    |
| 2      | Transfer of Name   | Rs. 100 for each day of default.  | 0            | 0              | 0   | 0                                    | 0                                    |
| 3      | Load Reduction   | Rs. 100 for each day of default.  | 0            | 0              | 0   | 0                                    | 0                                    |
| 4      | Notice for downward revision of load                           | Rs. 500 for each case   | 0            | 0              | 0   | 0                                    | 0                                    |
| 5      | Change of category   | Rs. 100 for each day of default.  | 0            | 0              | 0   | 0                                    | 0                                    |
| 6      | Complaints in billing  | 10% of excess amount billed   | 0            | 0              | 0   | 0                                    | 0                                    |
| 7      | Replacement of meters  | Rs.50 for each day of default   | 0            | 0              | 0   | 0                                    | 0                                    |
| 8      | Fault in street light maintained by the Licensee               | Rs.75 for each day of default   | 0            | 0              | 0   | 0                                    | 0                                    |
| 9      | Voltage fluctuations and complaints                            |   | 0            | 0              | 0   | 0                                    | 0                                    |
| (i)    | Local problem  | Rs. 50 for each day of default  | 0            | 0              | 0   | 0                                    | 0                                    |
| (ii)   | Tap setting of transformer                                     | Rs. 25 for each day of default  | 0            | 0              | 0   | 0                                    | 0                                    |
| (iii)  | Repair of distribution line /transformer /capacitor            | Rs. 100 for each day of default   | 0            | 0              | 0   | 0                                    | 0                                    |
| (iv)   | Installation and up-gradation of HT/LT System                  |   | 0            | 0              | 0   | 0                                    | 0                                    |
| 10     | Power supply Failure   | Rs. 10 per KW per hour of sanctioned or contract demand, as the case may be, subject to maximum of Rs. 200 per hour per consumer. | 0            | 0              | 0   | 0                                    | 0                                    |
| 11     | <b>Total</b>   |   | 0            | 0              | 0   | 0                                    | 0                                    |

**Unauthorised Use of Electricity**

Name of Company TATA Power-DDL  
Period of Report January  
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| <b>No. of cases booked</b> | <b>No. of cases where UUE is established by the Licensee</b> | <b>No. of cases where appeal filed by the consumer before the Appellate Authority</b> | <b>No. of cases decided by the Appellate Authority in favour of the Licensee</b> | <b>No. of cases decided by the Appellate Authority in favour of the consumer</b> |
|----------------------------|--|---|--|--|
| 156                        | 204  | 3   | 4  | 0  |

**Theft of Electricity**

Name of Company  
Period of Report  
FY

TATA Power-DDL  
January  
2025-26

| <b>No. of cases booked</b> | <b>No. of complaints filed by the Licensee in Police Station</b> | <b>No. of cases in which judgement delivered by the Special Court</b> | <b>No. of cases decided by the Special Court in favour of Licensee</b> | <b>No. of cases decided by the Special Court in favour of consumer</b> |
|----------------------------|--|---|--|--|
| 288                        | 43   | 48  | 47   | 1  |