

Format I

**Fatal and non-fatal accident report**

Name of TATA Power-DDL  
Period of Report May  
Year 2021

| 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   | 0                                 | 0  | 0   |

FH-Fatal Human  
NFH-Non Fatal Human  
FA-Fatal Animal



## Restoration of Power Supply

Name of Company  
Period of Report  
Year

TATA Power-DDL  
May  
2021

| 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                                       | 23615                               | 23615           | 23592                          | 23                    | 23615 | 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                                       | 8893                                | 8893            | 8862                           | 31                    | 8893  | 0                                |
| Continuous power supply failure requiring replacement of distribution transformer.  | Within 6hrs   |                            |               | 0                                       | 44                                  | 44              | 44                             | 0                     | 44    | 0                                |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above   | Within 3hrs   |                            |               | 0                                       | 12130                               | 12130           | 12068                          | 62                    | 12130 | 0                                |
| Continuous scheduled power outages  | Within 12hrs or restoration of power supply by 6PM  |                            |               | 0                                       | 147                                 | 147             | 147                            | 0                     | 147   | 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                                       | 210                                 | 210             | 210                            | 0                     | 210   | 0                                |

**Quality of Power Supply**

Name of Company  
 Period of Report  
 Year

TATA Power-DDL  
 May  
 2021

| 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/transformer/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 May

Year 2021

| 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  | 157                                     | 643                                 | 800             | 335                                  | 0                     | 335   | 465                              |
| Complaint lodged for accuracy test of meter- Slow | Within fifteen days of receipt of complaint  | 17                                      | 47                                  | 64              | 34                                   | 0                     | 34    | 30                               |
| Complaint lodged for defective / stuck meter      | Within fifteen days of declaring meter defective   | 148                                     | 643                                 | 791             | 591                                  | 2                     | 593   | 198                              |
| 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   | 30                                      | 386                                 | 416             | 365                                  | 10                    | 375   | 41                               |
| 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. | 30                                      | 30                                  | 60              | 27                                   | 3                     | 30    | 30                               |

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

Name of Company TATA Power-DDL

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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 8 days from the acceptance of application  | 1178                                    | 3662                                | 4840            | 4018                                 | 127                   | 4145  | 695                              |
| 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 TATA Power-DDL  
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| Description   | Standard  | Pending complaint of the previous month | Complaint received during the month | Total     | Complaints attended during the month |                       |       | 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.  | 60                                      | 14                                  | 74        | 31                                   | 1                     | 32    | 42                               |
| 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. | 87                                      | 8                                   | 95        | 11                                   | 1                     | 12    | 83                               |
| 3. Electrified Areas (Where new Distribution Transformer is required)   | Within 4 months from the date of receipt of payment against demand note       | 194                                     | 5                                   | 199       | 13                                   | 2                     | 15    | 184                              |
| 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       | 61                                      | 7                                   | 68        | 10                                   | 3                     | 13    | 55                               |
| 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       | 191                                     | 19                                  | 210       | 34                                   | 0                     | 34    | 176                              |

Connection in un-electrified areas

Name of Company 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 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                            |
| Un- Electrified Areas (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   | 7                                       | 0                                   | 7               | 1                                    | 1                     | 2     | 5                                |
| Un- Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be) | 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. | 58                                      | 2                                   | 60              | 9                                    | 4                     | 13    | 47                               |



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

Name of Company 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 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 | 296                                     | 1795                                | 2091            | 1701                                 | 0                     | 1701  | 390                              |
| Load reduction  | Within ten days of acceptance of application, shall be effective from next billing cycle      | 53                                      | 433                                 | 486             | 425                                  | 6                     | 431   | 55                               |
| Change of category  | Change of category within 7 days of acceptance of application                                 | 95                                      | 163                                 | 258             | 195                                  | 1                     | 196   | 62                               |
| 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

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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.  | 65                                      | 1576                                | 1641            | 1465                                 | 0                     | 1465  | 176                              |
| 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   | 9                                       | 29                                  | 38              | 30                                   | 0                     | 30    | 8                                |
| 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. | 684                                     | 1052                                | 1736            | 1209                                 | 103                   | 1312  | 424                              |

## Failure of Distribution Transformer

Name of Company TATA Power-DDL  
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| No. of Distribution transformers at the beginning of the month | No. of Distribution transformers added during the month | Total number of distribution transformers | Number of distribution transformers failed | % Failure rate of distribution transformers |
|--|---|---|--|---|
| 1  | 2   | 3=1+2                                     | 4  | 5=(4)*100/(3)%                              |
| 31134  | -5  | 31129                                     | 49   | 0.16  |

## Failure of Power Transformer

Name of Company TATA Power-DDL  
 Period of Report May  
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| No. of Power transformers at the beginning of the month | No. of Power transformers added during the month | Total number of Power transformers | Number of Power transformers failed | % Failure rate of Power transformers |
|---|--|------------------------------------|-------------------------------------|--------------------------------------|
| 1   | 2  | 3=1+2                              | 4                                   | 5=(4)*100/(3)%                       |
| 212   | 0  | 212                                | 0                                   | 0                                    |

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report May  
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| 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 | 23615                              | 23592                 | 23                    | 99.90                                    |
| (ii)                              | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.                             |  | 8893                               | 8862                  | 31                    | 99.65                                    |
| (iii)                             | Continuous power supply failure requiring replacement of distribution transformer.  |  | 44                                 | 44                    | 0                     | 100.00                                   |
| (iv)                              | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above   |  | 12130                              | 12068                 | 62                    | 99.49                                    |
| (v)                               | Continuous scheduled power outages  |  | 147                                | 147                   | 0                     | 100.00                                   |
| (vi)                              | Replacement of burnt meter or stolen meter  |  | 210                                | 210                   | 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   | 150                                | 150                   | 0                     | 100.00                                   |
|                                   | Restoration of supply by 6:00 PM  |  | 150                                | 150                   | 0                     | 100.00                                   |
| 3                                 | Faults in street light maintained by the Licensee   | At least 90% cases should be complied within prescribed time limits                            | 19940                              | 19925                 | 15                    | 99.92                                    |
| <b>Reliability</b>                |   |  | <b>Indices</b>                     |                       |                       |  |
| 4                                 | SAIFI   | To be laid down by the Commission based on the targets proposed by the Licensees               | 0.185                              |                       |                       |  |
|                                   | SAIDI   |  | 0.089                              |                       |                       |  |
|                                   | CAIDI   |  | 0.48                               |                       |                       |  |
| 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%   | 1576                               | 1403                  | 0                     | 0.09                                     |

## Compensation Details

Name of Company TATA Power-DDL  
 Period of Report May  
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| 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 in (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                      May  
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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> |
|----------------------------|--|---|--|--|
| 0                          | 0  | 0   | 0  | 0  |

**Theft of Electricity**

Name of Company  
Period of Report  
Year

TATA Power-DDL  
May  
2021

| <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> |
|----------------------------|--|---|--|--|
| 0                          | 0  | 0   | 0  | 0  |