

Fatal and non-fatal accident report

Name of TATA Power-DDL

Period of Report May

FY 2026-27

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	2	0	0	0	0	3	0	0	1

FH-Fatal Human

NFH-Non Fatal Human

FA-Fatal Animal

Action taken report for safety measures complied for the accidents occurred

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S.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI/ AEI	Remedies suggested by CEI/EI//AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	A block Bunkar colony, Near house no-404 , Zone -502	01-05-2026	LWDC - Non Fatal <u>(Non Electricals)</u>	<p>On dated 01-05-2026 at 21:41 ,Tree branch fallen and street light iron pole tilted complaint received from PCR call, immediately on-duty ZSO along with the team promptly reached the site. Upon inspection, it was observed that a tree branch had fallen on the LT ABC line. Due to the impact/jerk on the LT cable, the nearby streetlight iron pole was also found tilted. Accordingly, LT ESD permit was availed by team for removing tree branch and supporting tilted iron pole, while after clearing the network by removing the tree branch. Team started the work to provide the support to tilted streetlight pole by tying with GI wire, therefore LM (Mr. Ajay Pratap) placed the ladder on boundary wall for tying GI wire on Steel railing, where he got disbalanced and fell on the ground.</p> <p>As a result of incident injury occurred on his left hand and back portion, victim was immediately rushed to Deep Bandhu Hospital for primary treatment and later referred to Vinayak hospital for further treatment. Currently, the victim is in stable condition.</p> <p>Medical observation: - Fractured on left hand b/w wrist & elbow.</p>					
2	E- 2/7 Substation, Naharpur	22-05-2026	LWDC - Non Fatal	<p>Electrical Flash occurred, while creating of safety zone on 400AMP LT ACB of DT -1 at E-2/7/ S/Stn.</p> <p>Foreman was initially taken to BR Ambedkar Hospital Rohini and then referred to Safdarjung hospital, Burn Casulity Ward for further treatment.</p>					

Restoration of Power Supply

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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	25515	25515	25513	2	25515	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	10459	10459	10445	14	10459	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	138	138	138	0	138	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	8932	8932	8932	0	8932	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	225	225	225	0	225	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	388	388	388	0	388	0

Quality of Power Supply

Name of Company
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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
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

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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
					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	165	622	787	403	0	403	384
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	36	65	101	57	0	57	44
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	65	261	326	182	0	182	144
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	21	517	538	470	4	474	64
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.	14	35	49	30	2	32	17

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

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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	5626	17940	23566	16272	56	16328	7238
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

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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.	160	158	318	97	37	134	184
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.	58	163	221	78	0	78	143
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	263	93	356	114	0	114	242
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	49	2	51	28	0	28	23
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

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					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: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) Availability of right of way & land, wherever required	51	156	207	78	0	78	129
Un- Electrified Areas/ Green Field Projects (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: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) availability of right of way & land, wherever required.	376	223	599	227	0	227	372

Transfer of Consumer's connection and conversion of services

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					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	607	4850	5457	4443	1	4444	1013
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	32	513	545	504	1	505	40
Change of category	Change of category within 7 days of acceptance of application	166	475	641	422	11	433	208
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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					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.	11	284	295	250	2	252	43
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	36	3842	3878	3818	38	3856	22
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.	404	2669	3073	2508	2	2510	563

Failure of Power Transformer

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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)%
223	0	223	0	0

Summary of Overall Standards of Performance

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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	25515	25513	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.		10459	10445	14	99.87
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		138	138	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		8932	8932	0	100.00
(v)	Continuous scheduled power outages		225	225	0	100.00
(vi)	Replacement of burnt meter or stolen meter		388	388	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	298	298	0	100.00
	Restoration of supply by 6:00 PM		298	298	0	100.00
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	9312	9305	7	99.92
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.080			
	SAIDI		0.040			
	CAIDI		0.500			
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%	284	242	1	0.01

Compensation Details

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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 (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 Failure supply	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	Total		0	0	0	0	0

Unauthorised Use of Electricity

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No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
189	101	1	0	0

Theft of Electricity

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No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer
273	85	49	46	3