

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
 Period of Report Q2  
 Year 2021

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	108418	108371	47	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		37670	37569	101	99.73
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		327	327	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		55761	55721	40	99.93
(v)	Continuous scheduled power outages		1899	1858	41	97.84
(vi)	Replacement of burnt meter or stolen meter		1190	1189	1	99.92
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1483	1482	0	99.93
	Restoration of supply by 6:00 PM		1483	1473	13	99.33
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	62305	62275	30	99.95
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.496			
	SAIDI		0.250			
	CAIDI		0.504			
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%	7345	6712	2	0.13