

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report Q4
 Year 2022

Sl.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	53024	53011	13	99.98
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		8583	8558	25	99.71
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		95	93	2	97.89
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		27210	27174	36	99.87
(v)	Continuous scheduled power outages		1740	1740	0	100.00
(vi)	Replacement of burnt meter or stolen meter		927	927	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	2238	2233	5	99.78
	Restoration of supply by 6:00 PM		2238	2236	2	99.91
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	39001	38946	55	99.86
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.342			
	SAIDI		0.198			
	CAIDI		0.579			
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%	1276	1178	1	0.01