

Format I

Fatal and non-fatal accident report

Name of TATA Power-DDL
Period of Report September
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	2	0	1	0	0	4	0	3

FH-Fatal Human

NFH-Non Fatal Human

FA-Fatal Animal

Action taken report for safety measures complied for the accidents occurred

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

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	H. No.72, Pocket - 1, Sector - 21 Rohini	09-09-2025	Fatal	Incident Summary – Current Leakage Complaint (09.09.2025) At around 1:30 PM, a complaint of current leakage was received at the TPDDL Call Centre for House No. 72, Pocket-1, Sector-21, Rohini. The Telephone Operator immediately informed the Breakdown Team and the Zonal Shift Officer (ZSO) on duty from the No Current Complaint (NCC) Team. The ZSO promptly isolated the power supply remotely through the Power System Control (PSC) and proceeded to the site. Upon arrival, the ZSO found a male individual unconscious inside the building's lift pit, with the police team already present. As per site information, Mr. Vicky Sharma (Supervisor) and Mr. Imran (Victim) were performing waterproofing work in the lift pit when Mr. Imran fell unconscious. The supervisor alerted residents, who then called the PCR (DD No. 92). Actions Taken: 1. Unsafe Wiring Notices issued to five meter holders. 2. Power supply disconnected for all five associated meters as a precautionary measure.	Reported to EI			Awareness on various electrical hazards due to Power Lines and Substation given through various means	NA
2	House No.1, Gali No. 1, BLK – 1, Anand Vihar Gaurav Nagar Delhi 110041	21-09-2025	Fatal –(1) Non Fatal (1)	Incident Summary – Electrocution Due to Hoarding Contact with 11KV Line (21.09.2025) At around 1:10 PM, a complaint was received regarding tripping of Panel No. 3 at the Nithari Booster Pump Substation. The Telephone Operator (Zone 523) immediately informed the Breakdown Team and the Zonal Shift Officer (ZSO) on duty. The ZSO promptly reached the substation, confirmed the tripping of RMU Panel No. 3, and initiated feeder patrolling as per standard procedure. During patrolling, the ZSO observed a large hoarding board hanging on the 11KV line near Prince Dhaba, House No. 1, Gali No. 1, Block-1, Anand Vihar, Gaurav Nagar, Delhi-110041. Local residents informed that two persons were electrocuted while lifting the hoarding from the ground floor to the first floor. Site photographs were taken, and the supply was restored after safely removing the hoarding using an operating rod (PSC Ref. No. TRBL659175-L). The consumer did not inform TPDDL or seek permission for lifting or installation work near the 11KV feeder, leading to unsafe conditions and the incident.	Reported to EI			Awareness on various electrical hazards due to Power Lines and Substation given through various means	NA

Format III

Restoration of Power Supply

Name of Company
Period of Report
FY

TATA Power-DDL
September
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	23891	23891	23888	3	23891	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	5849	5849	5828	21	5849	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	37	37	37	0	37	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	9456	9456	9454	2	9456	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	306	306	306	0	306	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	414	414	413	1	414	0

Format IV

Quality of Power Supply

Name of Company
Period of Report
FY

TATA Power-DDL
September
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

September

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	560	1095	1655	1228	0	1228	427
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	45	91	136	92	0	92	44
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	196	461	657	475	6	481	176
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	43	556	599	554	0	554	45
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.	15	56	71	39	6	45	26

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

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

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	5455	15397	20852	16169	56	16225	4627
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
Period of Report
FY

TATA Power-DDL
September
2025-26

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.	162	141	303	152	14	166	137
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.	120	98	218	82	3	85	133
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	134	102	236	93	0	93	143
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	129	23	152	30	0	30	122
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
September
2025-26

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 (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	91	141	232	140	0	140	92
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.	291	92	383	189	0	189	194

Format IX

Transfer of Consumer's connection and conversion of services

Name of Company
Period of Report
FY

TATA Power-DDL
September
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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	1284	5614	6898	5151	0	5151	1747
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	89	418	507	453	5	458	49
Change of category	Change of category within 7 days of acceptance of application	312	422	734	491	4	495	239
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

Format X

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

Name of Company
Period of Report
FY

TATA Power-DDL
September
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
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	44	353	397	375	2	377	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	149	7283	7432	7070	76	7146	286
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.	549	2601	3150	2752	5	2757	393

Format XI

Failure of Distribution Transformer

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

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)%
30382	54	30436	2	0.01

Format XII

Failure of Power Transformer

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

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)%
220	0	220	0	0

Summary of Overall Standards of Performance

Name of Company
Period of Report
FY

TATA Power-DDL
September
2025-26

SI.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	23891	23888	3	99.99
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5849	5828	21	99.64
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		37	37	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9456	9454	2	99.98
(v)	Continuous scheduled power outages		306	306	0	100.00
(vi)	Replacement of burnt meter or stolen meter		414	413	1	99.76
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	357	357	0	100.00
	Restoration of supply by 6:00 PM		357	354	3	99.16
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	16093	16079	14	99.91
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.113			
	SAIDI		0.070			
	CAIDI		0.619			
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%	353	335	0	0.02

Compensation Details

Name of Company TATA Power-DDL
 Period of Report September
 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 bills	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	Total		0	0	0	0	0

Unauthorised Use of Electricity

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

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
170	103	3	0	0

Theft of Electricity

Name of Company
Period of Report
FY

TATA Power-DDL
September
2025-26

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
322	78	42	42	0