

Fatal and non-fatal accident report

Name of TATA Power-DDL

Period of Report April

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 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 |

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 April
 FY 2026-27

| 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 | Chaudhary Fateh Singh Marg, near RTO, Transport authority, North Zone Lancer Road, Delhi - 110054 <u>Public</u> | 12-04-2026 | Non Fatal | On dated 12 April 2026 at approx. 20.09 Hrs PSC - TPDDL (Power System Control Room) informed breakdown team of zone 418 regarding tripping (breakdown) of the feeder from "Civil Line Grid to New Timarpur". The Team reached at the site promptly and restore supply by back feeding the affected area at 20.25 Hrs. During Patrolling around at 20.41 Hrs information received from Security Control Room (TPDDL) regarding a flash incident near MGF Mall, Lancer Road (Chaudhary Fateh Singh Marg). On reaching the site, one person was found lying in excavated pit with flash injuries. As per police personals, two persons were involved; one had already been shifted to the hospital and the second was rescued and sent to the hospital. The excavated Pit where this accident took place, was being excavated for project activity (TPDDL). At Site, broken Hacksaw blades were found and cut mark were also found on the excavated cable. It indicates illegal cutting activity of excavated cable was going on. | | | | | |
| 2 | Between Tower No. 3 and 4. 66KV Rohini Grid 5 to Rohini Grid 3. Circuit KN Katju marg, Near GS apartment sector – 13 Rohini Delhi - 110085 <u>BA Personnel- TPDDL</u> | 18-04-2026 | Non Fatal | While removing half broken tree branches near circuit under outage, another branch of tree came in to the arcing zone of second live circuit running parallel on the same tower leading to discharge and flash to earth through tree. | | | | | |

Restoration of Power Supply

Name of Company
Period of Report
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TATA Power-DDL
April
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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 | 18617 | 18617 | 18554 | 63 | 18617 | 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 | 6024 | 6024 | 5838 | 186 | 6024 | 0 |
| Continuous power supply failure requiring replacement of distribution transformer. | Within 6hrs | | | 0 | 89 | 89 | 89 | 0 | 89 | 0 |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above | Within 3hrs | | | 0 | 6895 | 6895 | 6885 | 10 | 6895 | 0 |
| Continuous scheduled power outages | Within 12hrs or restoration of power supply by 6PM | | | 0 | 283 | 283 | 283 | 0 | 283 | 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 | 236 | 236 | 235 | 1 | 236 | 0 |

Quality of Power Supply

Name of Company
 Period of Report
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TATA Power-DDL
 April
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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

Name of Company TATA Power-DDL
 Period of Report April
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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 | 176 | 287 | 463 | 298 | 0 | 298 | 165 |
| Complaint lodged for accuracy test of meter- Slow | Within fifteen days of receipt of complaint | 16 | 50 | 66 | 30 | 0 | 30 | 36 |
| Complaint lodged for defective / stuck meter | Within fifteen days of declaring meter defective | 65 | 226 | 291 | 226 | 0 | 226 | 65 |
| 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 | 23 | 325 | 348 | 324 | 3 | 327 | 21 |
| 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 | 21 | 35 | 18 | 3 | 21 | 14 |

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 | 4881 | 16252 | 21133 | 15443 | 62 | 15505 | 5628 |
| 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. | 164 | 143 | 307 | 119 | 28 | 147 | 160 |
| 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. | 65 | 21 | 86 | 28 | 0 | 28 | 58 |
| 3. Electrified Areas (Where new Distribution Transformer is required) | Within 4 months from the date of receipt of payment against demand note | 235 | 116 | 351 | 87 | 1 | 88 | 263 |
| 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 | 26 | 32 | 58 | 9 | 0 | 9 | 49 |
| 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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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 | | | 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 | 74 | 71 | 145 | 94 | 0 | 94 | 51 |
| 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. | 318 | 170 | 488 | 111 | 1 | 112 | 376 |

Transfer of Consumer's connection and conversion of services

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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 | 1331 | 5481 | 6812 | 6205 | 0 | 6205 | 607 |
| Load reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 40 | 450 | 490 | 458 | 0 | 458 | 32 |
| Change of category | Change of category within 7 days of acceptance of application | 190 | 365 | 555 | 370 | 19 | 389 | 166 |
| 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

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 |
| Complaints on billing | Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint. | 10 | 179 | 189 | 176 | 2 | 178 | 11 |
| 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 | 78 | 2237 | 2315 | 2254 | 25 | 2279 | 36 |
| 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. | 419 | 2559 | 2978 | 2368 | 206 | 2574 | 404 |

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
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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 | 18617 | 18554 | 63 | 99.66 |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 6024 | 5838 | 186 | 96.91 |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 89 | 89 | 0 | 100.00 |
| (iv) | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above | | 6895 | 6885 | 10 | 99.85 |
| (v) | Continuous scheduled power outages | | 283 | 283 | 0 | 100.00 |
| (vi) | Replacement of burnt meter or stolen meter | | 236 | 235 | 1 | 99.58 |
| Period of scheduled outage | | | | | | |
| 2 | Maximum duration in a single stretch | At least 95% of cases resolved within time limit | 448 | 447 | 1 | 99.78 |
| | Restoration of supply by 6:00 PM | | 448 | 448 | 0 | 100.00 |
| 3 | Faults in street light maintained by the Licensee | At least 90% cases should be complied within prescribed time limits | 9261 | 9254 | 7 | 99.92 |
| Reliability | | | Indices | | | |
| 4 | SAIFI | To be laid down by the Commission based on the targets proposed by the Licensees | 0.070 | | | |
| | SAIDI | | 0.040 | | | |
| | CAIDI | | 0.571 | | | |
| 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% | 179 | 169 | 1 | 0.01 |

Compensation Details

Name of Company TATA Power-DDL
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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

Name of Company TATA Power-DDL
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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 |
|----------------------------|--|---|--|--|
| 123 | 132 | 2 | 1 | 0 |

Theft of Electricity

Name of Company
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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 |
|----------------------------|--|---|--|--|
| 190 | 44 | 22 | 17 | 5 |