Format I

Fatal and non-fatal accident report

Name of Company TATA Power-DDL
Period of Report August
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	0	1	0	0	0	3	2	0	2

FH-Fatal Human
NFH-Non Fatal Human
FA-Fatal Animal

Format II

Action taken report for safety measures complied for the accidents occurred

Name of Company TATA Power-DDL
Period of Report August
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	BA - 83, Mangolpuri Industrial area, Ph - 2 Delhi - 110086	9-Aug-26	LWDC - Fatal	On 09.08.2026 at approximately 16:22 hours, information was received from the TPDDL Security Team regarding the presence of a human body lying on the ground near BA-83, Mangol Puri Industrial Area, Phase-2. Immediately upon receipt of the information, the Zonal Team reached the site and observed that the 11 kV electrical feeder adjacent to the premises had already tripped from Sub-Station No. 8, Mangol Puri Industrial Area, Phase-2. Upon inspection of the accident site, the body of a male person, approximately 28 years of age, was found lying on the ground. As per the information gathered at site, material lifting work was being carried out at BA-83, Mangol Puri Industrial Area, Phase-2, using Crane No. HR 51 CG 0580. The lifting activity was reportedly being undertaken in the vicinity of a live 11 kV electrical network without prior intimation toTPDDL. It was further reported that other persons were also affected during the incident; however, their details and identities were not available at the time of the initial site inspection. The local Police authorities subsequently removed the body from the site and took it into custody for further investigation and necessary legal formalities. During the site inspection, a crane was found present at the premises, and the boom of the crane was observed to be in close proximity to the 11 kV electrical network. The TPDDL had previously issued a notice at the premises vide Notice No. 145969 dated 29.07.2026 regarding the extended chajjo portion at the premises bearing CA No. 60027040934. The above details are based on the information and observations available during the initial site inspection.					

Format III

Restoration of Power Supply

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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	28221	28221	28221	0	28221	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	6821	6821	6817	4	6821	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	55	55	48	7	55	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	10448	10448	10440	8	10448	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	279	279	277	2	279	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	813	813	813	0	813	0

Format IV

Quality of Power Supply

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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

Format V

Complaint about meters

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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	955	1935	2890	1973	0	1973	917
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	99	133	232	154	0	154	78
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	213	412	625	383	0	383	242
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	41	593	634	592	5	597	37
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.	21	15	36	19	4	23	13

Format VI

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

Name of Company: TATA Power-DDL

Period of Report: August

FY: 2026-27

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	7464	14069	21533	15384	30	15414	6119
Where RoW or road cutting permission is required	Within 15 days from the acceptance of application	0	0	0	0	0	0	0

Format VII

Applications for New connections/Additional Load, where power supply requires extension of distribution system

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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.	181	119	300	125	8	133	167
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.	166	107	273	71	1	72	201
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	245	70	315	70	1	71	244
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	22	0	22	3	0	3	19
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

Format VIII

Connection in un-electrified areas

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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	122	104	226	131	0	131	95
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.	435	193	628	125	0	125	503

Format IX

Transfer of Consumer's connection and conversion of services

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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	1817	6040	7857	6176	2	6178	1679
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	62	440	502	456	1	457	45
Change of category	Change of category within 7 days of acceptance of application	210	510	720	545	18	563	157
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: TATA Power-DDL
Period of Report: August
FY: 2026-27

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.	45	693	738	686	4	690	48
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	85	9394	9479	9120	80	9200	279
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.	394	2324	2718	2266	1	2267	451

Format XI

Failure of Distribution Transformer

Name of Company	TATA Power-DDL
Period of Report	August
FY	2026-27

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)%
30727	23	30750	21	0.07

Format XII

Failure of Power Transformer

Name of Company	TATA Power-DDL
Period of Report	August
FY	2026-27

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

Format XIII

Summary of Overall Standards of Performance

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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	28221	28221	0	100.00
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		6821	6817	4	99.94
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		55	48	7	87.27
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10448	10440	8	99.92
(v)	Continuous scheduled power outages		279	277	2	99.28
(vi)	Replacement of burnt meter or stolen meter		813	813	0	100.00
	Period of scheduled outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	367	367	0	100.00
	Restoration of supply by 6:00 PM		367	360	7	98.09
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	15979	15943	36	99.77
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.100			
	SAIDI		0.060			
	CAIDI		0.60			
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%	693	644	3	0.03

Format XIV

Compensation Details

Name of Company TATA Power-DDL
Period of Report August
FY 2026-27

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 in (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 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

Format XV

Unauthorised Use of Electricity

Name of Company	TATA Power-DDL
Period of Report	August
FY	2026-27

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
161	273	1	0	0

Format XVI

Theft of Electricity

Name of Company: TATA Power-DDL
Period of Report: August
FY: 2026-27

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
204	56	57	53	4