Format I

Fatal and non-fatal accident report

Name of Company TATA Power-DDL
Period of Report July
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	1	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 July
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	K-1,Veer Singl	08-07-2026	LWDC - Fatal	On 08.07.2026, at approximately 13:27 hours, information was received from the TPDDL Security Team regarding the presence of a human body lying on the extended Chajja of a premises. Immediately upon receipt of the information, the Zonal Team reached the site and as a precautionary safety measure, the 11 kV electrical network adjacent to the premises was switched off. Upon inspection of the accident site, it was observed that the body of a male person, approximately 29 years of age, was lying on the extended Chajja of an under-construction premises. Thereafter, the local Police authorities removed the body from the balcony and, after completing the requisite legal formalities, took custody of the body for further investigation and post-mortem proceedings, as per law. It was further observed that the said premises there is extended Chajja in the premises where body of deceased person was found. The extended Chajja in the premises in such a manner that it encroached upon the statutory clearance required from TPDDL's High Tension (HT) overhead line, thereby rendering the HT line accessible from the premises and creating a hazardous condition. In this regard, TPDDL had already issued a notice at the premises vide notice no. 135776 on 30.06.2026 regarding the illegal construction and directing necessary corrective action. As per the statements of local residents, the said premises had remained in an abandoned and unfinished condition for several months.					

Format III

Restoration of Power Supply

Name of Company: TATA Power-DDL
Period of Report: July
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	33371	33371	33367	4	33371	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	9527	9527	9519	8	9527	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	84	84	84	0	84	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	12027	12027	12025	2	12027	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	311	311	305	6	311	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	329	329	329	0	329	0

Format IV

Quality of Power Supply

Name of Company: TATA Power-DDL
Period of Report: July
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: July

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	799	1894	2693	1738	0	1738	955
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	78	158	236	137	0	137	99
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	177	435	612	399	0	399	213
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	71	727	798	750	7	757	41
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.	22	42	64	38	5	43	21

Format VI

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

Name of Company TATA Power-DDL

Period of Report July

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	7724	17476	25200	17691	45	17736	7464
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: July
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.	202	186	388	201	6	207	181
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.	159	98	257	88	3	91	166
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	295	55	350	105	0	105	245
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	23	1	24	2	0	2	22
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: July
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	115	94	209	87	0	87	122
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.	412	91	503	67	1	68	435

Format IX

Transfer of Consumer's connection and conversion of services

Name of Company: TATA Power-DDL
Period of Report: July
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	1159	7620	8779	6961	1	6962	1817
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	86	507	593	531	0	531	62
Change of category	Change of category within 7 days of acceptance of application	217	483	700	481	9	490	210
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: July
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.	42	761	803	755	3	758	45
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	60	9928	9988	9818	85	9903	85
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.	411	2600	3011	2610	7	2617	394

Format XI

Failure of Distribution Transformer

Name of Company	TATA Power-DDL
Period of Report	July
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)%
30716	11	30727	54	0.18

Format XII

Failure of Power Transformer

Name of Company	TATA Power-DDL
Period of Report	July
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: July
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	33371	33367	4	99.99
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		9527	9519	8	99.92
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		84	84	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		12027	12025	2	99.98
(v)	Continuous scheduled power outages		311	305	6	98.07
(vi)	Replacement of burnt meter or stolen meter		329	329	0	100.00
	Period of scheduled outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	369	369	0	100.00
	Restoration of supply by 6:00 PM		369	364	5	98.64
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	14656	14593	63	99.57
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	**0.090**			
	SAIDI		**0.060**			
	CAIDI		**0.67**			
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%	761	716	2	0.03

Format XIV

Compensation Details

Name of Company TATA Power-DDL
Period of Report July
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: July
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
235	214	5	4	0

Format XVI

Theft of Electricity

Name of Company	TATA Power-DDL
Period of Report	July
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
253	58	38	38	0