Format I

Fatal and non-fatal accident report

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

Format III

Restoration of Power Supply

Name of Company: TATA Power-DDL
Period of Report: September
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**	20370	20370	20370	0	20370	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**	4023	4023	4015	8	4023	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			**0**	678	678	678	0	678	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			**0**	7617	7617	7615	2	7617	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			**0**	402	402	381	21	402	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**	42	42	42	0	42	0

Format IV

Quality of Power Supply

Name of Company: TATA Power-DDL
Period of Report: September
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: September
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	917	1990	2907	2106	0	2106	801
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	78	135	213	136	0	136	77
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	242	409	651	470	0	470	181
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	37	449	486	453	3	456	30
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.	13	20	33	18	0	18	15

Format VI

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

Name of Company: TATA Power-DDL

Period of Report: September

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	6092	15472	21564	15863	49	15912	5652
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: September
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.	179	118	297	138	6	144	153
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.	213	141	354	172	1	173	181
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	246	240	486	101	0	101	385
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	19	2	21	0	0	0	21
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: September
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	94	83	177	80	0	80	97
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.	505	80	585	140	1	141	444

Format IX

Transfer of Consumer's connection and conversion of services

Name of Company: TATA Power-DDL
Period of Report: September
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	1679	6269	7948	6438	10	6448	1500
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	45	511	556	500	0	500	56
Change of category	Change of category within 7 days of acceptance of application	157	499	656	528	19	547	109
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: September
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.	48	507	555	527	2	529	26
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	279	9434	9713	9487	50	9537	176
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.	451	2506	2957	2512	3	2515	442

Format XI

Failure of Distribution Transformer

Name of Company	TATA Power-DDL
Period of Report	September
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)%
30750	36	30786	24	0.08

Format XII

Failure of Power Transformer

Name of Company	TATA Power-DDL
Period of Report	September
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: September
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	20370	20370	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.		4023	4015	8	99.80
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		678	678	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		7617	7615	2	99.97
(v)	Continuous scheduled power outages		402	381	21	94.78
(vi)	Replacement of burnt meter or stolen meter		42	42	0	100.00
	Period of scheduled outage					
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	440	440	0	100.00
	Restoration of supply by 6:00 PM		440	435	5	98.86
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	15264	15228	36	99.76
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.090			
	SAIDI		0.050			
	CAIDI		0.56			
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%	507	482	1	0.02

Format XIV

Compensation Details

Name of Company TATA Power-DDL
Period of Report September
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	September
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
206	194	5	3	0

Format XVI

Theft of Electricity

Name of Company: TATA Power-DDL
Period of Report: September
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
251	63	28	26	2