

Compliance of Standards of Performance

Name of Discom Period of Report MIS Report on Restoration of Power Supply & Quality of Power Supply		2016 TPDDL Oct		Total complaints Received	Complaints Attended		Complaints not attended within specified time limit	
Service Area	Standard	Compensation payable to consumer in case of violation of Standard (default shall be considered from the time consumer has made complaint)	within specified time limit		above specified time limit	Attributable to TPDDL	Not Attributable to TPDDL	
								Attributable to TPDDL
Fuse blown out or MCB tripped	Within three hours for Urban areas Within eight hours for Rural areas		7574	8	5	3		
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas	Rs. 50 for each day of default	2567	1	1	0		
Service line snapped from the pole	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		7360	3	3	0		
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within twelve hours		2509	0	0	0		
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	59	0	0	0		
HT mains failed	Replacement of failed transformer within forty eight hours Temporary restoration of power supply within four hours, wherever feasible.		13026	7	7	0		
Problem in grid (33 kV or 66 kV) substation	Rectification of fault within twelve hours Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 200 for each day of default	1	0	0	0		
Failure of Power Transformer	Repair and restoration of supply within forty eight hours Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 500 for each day of default per day	0	0	0	0		
Street light faults	Rectification action plan to be initiated to the Commission within seventy two hours Rectification to be completed within fifteen days		7847	4	4	0		
Total			44058	27	24	3		
Local problem	Rectification within seventy two hours		5	0	0	0		
Tap of transformer	Within four hours		0	0	0	0		
Repair of distribution line / transformer / capacitor	Within three days		0	0	0	0		
Installation and Up-gradation of HT / LT System	Within thirty days		0	0	0	0		
Total	Within ninety days		5	5	0	0		

\* With reference to Letter No. NDPL/CCM3 dated July 18, 2008

Annexure S-2

Compliance of Standards of Performance

Name of Discom: TPDDL  
 Period of Report: Oct 2016  
 MIS Report on Complaints about Meters\*

Nature of Complaint	Standard	Opening pendency	Total Complaints received	Total complaints Attended		Complaints not attended within specified time limit	
				within specified time limit	above specified time limit	Attributable to TPDDL	Not Attributable to TPDDL
Testing of Meter - Fast	Within fifteen days of receipt of complaint	351	806	1,004	1	0	1
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	4	3	0	0	0
Replacement of Burnt Meter	Within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within three days	56	727	629	24	20	4
Replacement of Defective Meter	Within fifteen days of receipt of complaint	91	581	533	0	0	0
<b>Overall Result</b>		<b>498</b>	<b>2,118</b>	<b>2,169</b>	<b>25</b>	<b>20</b>	<b>5</b>

\* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

**Compliance of Standards of Performance**

Annexure S-3-a

TPDDL  
Oct

2016

**Name of Discom**  
**Period of Report**  
**MIS Report on applications about new Connections applications (cases where power supply can be provided from existing network)\***

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified time limit	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Bedli	90	585	539	1	1	0
Bawana	114	649	557	0	0	0
Civil lines	36	377	293	0	0	0
Keshavpuram	41	283	247	0	0	0
Mangol puri	126	1,266	1,173	0	0	0
Model town	70	368	342	0	0	0
Moti nagar	107	533	459	0	0	0
Narela	117	634	624	0	0	0
Pitam pura	72	401	384	0	0	0
Rohini	82	706	559	0	0	0
Shakti nagar	34	317	282	0	0	0
Shalimar bagh	195	1,370	1,231	0	0	0
<b>Total</b>	<b>1,084</b>	<b>7,489</b>	<b>6,690</b>	<b>1</b>	<b>1</b>	<b>0</b>

\* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

**Compliance of Standards of Performance**

Annexure S-3-b

Name of Discom **TPDDL**  
 Period of Report **Oct 2016**  
**MIS Report on applications about additional load (cases where power supply can be provided from existing network)\***

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified time limit	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	8	8	11	0	0	0
Bawana	4	24	16	0	0	0
Civil lines	3	4	6	0	0	0
Keshavpuram	2	6	6	0	0	0
Mangol puri	2	7	6	0	0	0
Model town	6	9	13	0	0	0
Moti nagar	2	6	5	0	0	0
Narela	2	14	13	0	0	0
Pitam pura	2	7	7	0	0	0
Rohini	4	14	16	0	0	0
Shakti nagar	3	5	8	0	0	0
Shalimar bagh	1	10	6	0	0	0
<b>Total</b>	<b>39</b>	<b>114</b>	<b>113</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* With reference to Letter No. NDPL/JCCM/3 dated July 18, 2008

*Parash*

Annexure S-4

Compliance of Standards of Performance

Name of Discom: TPDDL  
 Period of Report: Oct 2016  
 MIS report on New Connections Applications/Additional Load\*  
 Cases where power supply requires extension of distribution system and erection of substation  
 Network expansion/enhancement required to release supply

Service Area	Standard	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified time limit	
				within specified limit	above specified limit	Attributable to TPDDL	Not Attributable to TPDDL
Electrified Areas(extension of five poles line required)	Fifteen days	191	155	158	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	222	44	50	0	0	0
Electrified Areas (Where existing 11 KV network needs to be strengthened)/ Un-Electrified Area (Where augmentation from nearby existing network is possible)	One hundred and eighty days	130	31	18	0	0	0
Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)/ Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Three Hundred and Sixty Five days	23	23	1	0	0	0
<b>Total</b>		<b>566</b>	<b>253</b>	<b>227</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* With reference to Letter No. NDP/LCCM/3 dated July 18, 2008

*Qureshi*

**Compliance of Standards of Performance**

**Annexure S-5**

Name of Discom **TPDDL**  
 Period of Report **Oct 2016**  
 MIS Report on Transfer of Ownership/Change of Consumer's connection\*

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified time limit	
			with in 2 billing cycles	above 2 billing cycles	Attributable to TPDDL	Not Attributable to TPDDL
Badli	22	129	146	0	0	0
Bawana	27	109	127	1	1	0
Civil lines	15	66	78	0	0	0
Keshavpuram	14	81	91	0	0	0
Mangol puri	12	196	207	0	0	0
Model town	12	114	123	0	0	0
Moti nagar	33	123	153	0	0	0
Narela	16	116	130	0	0	0
Pitam pura	10	111	120	0	0	0
Rohini	26	222	248	0	0	0
Shakti nagar	6	87	93	0	0	0
Shalimar bagh	46	207	251	0	0	0
<b>Total</b>	<b>239</b>	<b>1,561</b>	<b>1,767</b>	<b>1</b>	<b>1</b>	<b>0</b>

\* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

**Compliance of Standards of Performance**

Annexure S-6

Name of Discom

TPDDL

Period of Report

2016

MIS Report on Application for Load Reduction\*

Oct

Standard : Load Reduction within 10 days of acceptance of application

District	Opening pendency	Number of application received	Request attended		Requests not attended within specified time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	10	21	29	0	0	0
Bawana	3	33	36	0	0	0
Civil lines	2	15	9	0	0	0
Keshavpuram	7	18	24	0	0	0
Mangol puri	10	20	26	0	0	0
Model town	1	5	6	0	0	0
Moti nagar	7	15	19	0	0	0
Narela	4	31	34	0	0	0
Pitam-pura	3	13	14	0	0	0
Rohini	13	18	27	0	0	0
Shakti nagar	9	19	25	0	0	0
Shalimar bagh	5	15	17	0	0	0
<b>Total</b>	<b>74</b>	<b>223</b>	<b>266</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

*D. Singh*

**Compliance of Standards of Performance**

Annexure S-7

Name of Discom

TPDDL

2016

Oct

Period of Report

MIS Report on Application for Change of Category\*

Standard : Change of category within 10 days of acceptance of application

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	1	17	17	0	0	0
Bawana	3	13	16	0	0	0
Civil lines	5	41	46	0	0	0
Keshavpuram	1	5	6	0	0	0
Mangol puri	2	30	32	0	0	0
Model town	0	52	52	0	0	0
Moti nagar	2	12	14	0	0	0
Narela	2	14	16	0	0	0
Pitam pura	1	10	10	0	0	0
Rohini	1	22	23	0	0	0
Shakti nagar	1	25	25	0	0	0
Shalimar bagh	0	23	23	0	0	0
<b>Total</b>	<b>19</b>	<b>264</b>	<b>280</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008



Compliance of Standards of Performance

Annexure S-8

Name of Discom: TPDDL  
 Period of Report: Oct 2016

MIS Report on Billing Complaints & Disconnection/Reconnection\*

Nature Of Complaint	Standard	Opening Pendency	Total Complaints / Applications Received	Total Complaints / Applications attended		Complaints not attended within specified time limit	
				Complaints attended within time limit	Complaints attended beyond time limit	Attributable to TPDDL	Not Attributable to TPDDL
<b>Complaints about consumer's bills</b>		36	465	449	0	0	0
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.						
<b>Issues relating to disconnection/ reconnection of supply</b>							
Request for reconnection	Licensee shall reconnect the consumer's installation within two days of payment of past dues along with reconnection charges and Service Line charges, wherever applicable. Dormant connections would be reconnected only after all formalities as required in the case of new connections is complied with.	49	1,867	1,869	11	11	0
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days of receiving such request	293	1,102	1,032	42	42	0
<b>Overall Result</b>		<b>378</b>	<b>3,434</b>	<b>3,350</b>	<b>53</b>	<b>53</b>	<b>0</b>

\* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

TPDDL

**Compliance of Standards of Performance**  
Annexure S-9

Name of Discom  
Period of Report  
MIS Report on Billing

TPDDL  
Oct

2016

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7689	2
Provisional Billing	For not more than two billing cycles	5822	0
Provisional Bills generated for PL cases**		1361	

\*\* With reference to Letter No. NDPL/CCM/3 dated June 24, 2009 and NDPL/CCM/3 dated July 18, 2008

Fractal