Name of Discom  TPDDL Period of Report  Nov MIS Report on Restoration of Power Supply & Quality of Power Supply	TPDDL Nov Supply & Quality of Power Supply	2016				·	<u> </u>
Service Area	Standard	Compensation payable to consumer in case of violation of Standard	Total	Complaint	plaints Attended	Complaints not attended within specified time limit	attended within time limit
	Contractive	(default shall be considered from the time consumer has made complaint)	Received	within specified time limit	above specified time limit	Attributable to TPDDL	Not Attiributable to TPDDL
	Within three hours for Urban areas		5455	5439	16	٥	16
Lase prowit out of Nico dipped	Within eight hours for Rural areas	•	1827	1827	0	0	0
Service line broken	Within six hours for Urban areas		6512	6510	2	2)	٥
Service line snapped from the pole	Within twelve hours for Rural areas	Do 60 for pook down of dodo.	2216	2216	0	0 1	0
	Temporary Supply to be restored within four hours from alternate source wherever feasible	ns. 50 for each day of deladic			,		
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within twelve hours		1900	1900	0	0	0
Distribution transformer falled/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	33	33	0	0	0
HT mains falled	Temporary restoration of power supply within four hours, wherever feasible.		8453	6453	<b>&gt;</b>	,	>
	Rectification of fault within twelve hours						•
Problem in orid (33 b) or se lyn	Restoration of supply from alternate source, wherever feasible Rs. 200 for each day of default within six hours	Rs. 200 for each day of default		-			
substation	Roster load shedding may be carried out to avoid overloading of alternate source.			0		0	0
	Repair and restoration of supply within forty eight hours  Restoration of supply from effective source, who restorated for supply						
	Restoration of supply from atternate source, wherever feasible within six hours						
Failure of Power Transformer	Roster load shedding may be carried out to avoid overloading of alternate source.		0	9	<u>,</u>	5	>
	Rectification action plan to be intimated to the Commission within seventy two hours	per day	!	. •			C
	Rectification to be completed within fifteen days						
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	5617	5572	45	45	0
Total			30013	29950	63	47	16
Local problem	Within four hours	Rs 50 for each day of default	3	3	0	0	0
ransiormer	Within three days		٥	0	0	0	0
transformer / capacitor	Within thirty days.	De 100 for pook des referent	. •	0	0	. 0	0
LT System	Within ninety days	m. Too to! owns way or meadur	0	0 .	0	0	0
Lotal			3	3	o	0	0





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Compliance of Stand	
f Standards	
Compliance of Standards of Performance	

Annexure S-2

•			
MIS Report on Complaints about Meters	Period of Report	Name of Discom	
	Nov	TPDDL	
	æ		
	2016		
	•		

				Total complaints Attended	nts Attended	Complaints not attended within specified time limit	nded within specified limit
Nature of Complaint	Standard	Opening pendancy	lotal Complaints received	within sepcified time limit	above sepcified time limit	Attributable to	Not Attributable to TPDDL
Testing of Meter - Fast	Within fifteen days of receipt of complaint	144	590	618	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint		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	96	657	596	68	63	σı
Replacement of Defective Meter	Within fifteen days of receipt of complaint	127	573	504	0		0
Overall Result		368	1,824	1,721	68	63	5

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



Annexure S-3-a

Name of Discom

Nov
2016
Period of Report

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

0			5,675	5,981	990	Total
0	C	0	1,028	1,097	161	Shalimar bagh
0	0	0	225	226	32	Shakti nagar
	C	0	624	644	138	Rohini
0	0	0	313	371	36	Pitam pura
0	0	0	448	489	72	Narela
O	0	0	442	393	124	Moti nagar
		0	295	285	55	Model town
		0	926	1,010	85	Mangol puri
	) O	0	214	226	37	Keshavpuram
		U	248	238	64	Civil lines
O			+00	200	7.10	Bawana
0			466	606		Daul
0	0	0	446	466	70	Rodli
Not Attributable to TPDDL	Attributable to TPDDL	beyond 30 days	within 30 days	(completed)	Cheming bendancy	District
Requests not attended within specified time limit	Requests not attended time	ųuest attended	Request	Application		

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



Annexure S-3-b

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

District	Opening pendancy	Application Received (completed)	Request within 30 days	Request attended days beyond 30 days	Requests not attended within specified time limit  Attributable to Not Attributable to TPDDL TPDDL	ded within specified limit  Not Attributable to TPDDL
Badli	2	9	Ġ.	0	0	0 1
Bawana	9	21	14	0	0	0
Civil lines	0	9	6	0	0	n
Keshavpuram	. 2	3	5	0	0	
Mangol puri	3	&	9	0	0	
Model town	2	14	11	0		0
Moti nagar	3	9	10	0	0	0
Narela	3	12	15	0	0	
Pitam pura	0	ပ	0	0	0	
Rohini	2	7	6	0	0	0
Shakti nagar	0	13	11	0	0	0
Shallmar bagh	5	9	10	0	0	0
lotal	31	117	103	0	0	O
			,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			

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



Period of Report Name of Discom TPODL Compliance of Standards of Performance 2016 Annexure S-4

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

	<b>?</b>		Application	Request attended	attended	Requests not attended within specified time limit	ded within specified limit
Service Area	Standard	Opening pendancy	(completed)	within specified limit	above specified limit	Attributable to TPDDL	Not Attributable to TPDDL
Electrified Areas(extension of five poles line required)	Fifteen days	189	124	171	0	0	.0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required) twenty days	One hundred and twenty days	214	64	71	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	142	36	24	2	N	0
Electrified Areas (Where existing 66/33 kV grid substation 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	46	<b>.</b>	34	0	0	O
Total		591	225	300	2	2	0
* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008	ly 18, 2008						



Annexure S-5

Name of Discom

Period of Report

Nov

Nov

MIS Report on Transfer of Ownership/Change of Consumer's connection\*

0	0	. 0	1,797	1,632	205	Total
0	0	0	283	259	28	Shalimar bagh
0	0	0	65	59	7	Shakti nagar
0	0	0	278	253	25	Rohini
0	0	0	129	120	12	Pitam pura
0	0	0	138	121	19	Narela
0	Ō	0.	144	123	22	Moti nagar
0	0	0	96	91	6	Model town
0	0	0	244	230	18	Mangol puri
0	0	0	103	89	17	Keshavpuram
0	0	0	67	54	16	Civil lines
0	0	0	119	115	16	Bawana
0	0	0	131	118	19	Badli
Not Attributable to TPDDL	Attributable to TPDDL	above 2 billing cycles	with in 2 billing cycles	(completed)	,	
Requests not attended within specified time limit	Requests not attentime	uest attended	Request	Application Received	Opening pendancy	District

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



Annexure S-6

TPDDL Nov 2016

Name of Discom
Period of Report
MIS Report on Application for Load Reduction\*
MIS Report on Application within 10 days of accept

nce of application

Statitual of Load Neduction within to days of doorparing of appearance	O COOpenion or ap				Regulasts not attended within specified	Hed within specified
		Number of	Request	quest attended	Requests flot attended t	limit
District	Opening pendancy	application received	Within 10 Days	Above 10 days	Attributable to	Not Attributable to TPDDL
			34	O	n	0
Badli	4	23	24	0		
Dawana	4	36	40	0	0	
Oi.:Il lisco	7	6	11	0	0	0
CIVILITIES		17	20	0	0	0
Nesilavpulaiii						0
Mangol puri	o	24	67		» c	
Model town	0	8	8	O		0
Moti nagar	7	10	5	0	С	
Narola	2	27	28	0	0	0
Ditomonio	2		10	0	0	0
Dobini Dobini	20	14	22	0	0	0
Oboki pogor	יה כ	16	21	0	0	0
Olaxi riagai	<b>Y</b>	9	10	0	0	0
Ollaliillai pagii		201	220	0		0
lotai	9	201	100			

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



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Annexure S-7

17 39 23 0 0 0 0 1 1 15 18 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0		port n Application for Change on Application for Change of Category within 10 change of Category within	of Category* lays of acceptance of Copening pendancy  3  3  4  0  3	TPDDL Nov fapplication Application Received (completed)  13  20  23	2016  Request Within 10 Days  12 16 16 24 24 24 3 3	attended Above 10 days 0 0 0 0	Requests not attende Attributable to TPDDL 0 0 0 0	Requests not attended within specified time limi  Attributable to TPDDL  O O O O O O O O O O O O O O O O O O O
Inna     3     13     16     0     0     0       Ilnes     4     20     24     0     0     0       Ilnes     0     3     3     3     0     0     0       avpuram     3     23     26     0     0     0     0       pol puri     17     39     56     0     0     0     0       pol puri     1     22     23     0     0     0     0       nagar     1     15     18     0     0     0     0       puri     2     14     16     0     0     0     0       ini     2     10     12     0     0     0       ki nagar     1     24     22     0     0     0       limar bagh     1     107     234     0     0     0			3	(completed)	12	0	00	0
s     4     20     24     0     0       buriam     0     3     23     26     0     0       puri     17     39     56     0     0     0       yar     1     22     23     0     0     0       yar     1     15     18     0     0     0       yar     1     14     16     0     0     0       yar     1     1     1     1     0     0       yar     1     24     12     0     0     0       yar     1     24     22     0     0     0       yar     1     24     22     0     0     0       yar     1     1     24     22     0     0     0       yar     1     1     24     23     0     0     0       yar     1     1     24     23     0     0     0       yar     1     1     1     1     1     1     1       yar     1     1     1     1     1     1     1       yar     1     1     1     1     1     1     1 <td></td> <td>Badli</td> <td>3</td> <td>13</td> <td>16</td> <td>0</td> <td>0</td> <td>0</td>		Badli	3	13	16	0	0	0
0     3     23     26     0     0       17     39     56     0     0     0       1     22     23     0     0     0       1     15     18     0     0     0       2     14     16     0     0     0       2     10     12     0     0     0       1     5     6     0     0     0       1     24     22     0     0     0       1     24     22     0     0     0		Bawana	4	20	24	0	0	
3     23     20     0     0       17     39     56     0     0       1     22     23     0     0       2     14     16     0     0       2     10     12     0     0       1     5     6     0     0       1     24     22     0     0       1     24     22     0     0       1     24     23     0     0		Civil lines	0	3	3	0	0	
17 39 55 0 0 0 1 1 22 23 0 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	٠	Keshavpuram	3	23	26	0	0	0
1     22     23     0     0       4     15     18     0     0       2     14     16     0     0       2     10     12     0     0       ar     1     5     6     0     0       agh     1     24     22     0     0       234     234     0     0     0		Mangol puri	17	39	56	0	0	0
ar     15     18     0     0       agh     1     15     18     0     0       2     14     16     0     0     0       3     1     5     6     0     0     0       30h     1     24     22     0     0     0		Model town		22	23		0	0
ar     1     16     0     0       agh     1     2     10     12     0     0       2     10     5     6     0     0       0     0     0     0     0       234     234     0     0     0		Moti nagar	Δ	15	18		0	0
ar 1 24 22 0 agh 1 24 234 0		Narela	3	14	16		0	0
ar 1 5 6 0 agh 22 0		Pitam pura	3 1	10	12		0	0
1 24 22 0 1 107 234 0		Rohini		57	6	C	0	0
197 234 0		Shakti nagar		24	22	0		0
		Shalimar bagh	+	197	234	0		

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

Annexure S-8

Name of Discom Period of Report	Nov Nov	2016					
	Name of the second of the seco	•					
MIS Report on Billing C	MIS Report on Billing Complaints a Disconnection		`	Total Complaints / Applications attended  Complaints not attended within specimed time limit	plications attended	Complaints not attend time I	imit
	-	<u> </u>	Total Complaints /				
Nature Of Complaint	Standard	Opening Pendency	Applications Received	Complaints attended within time limit	Complaints attended beyond time limit	Attributable to TPDDL	Not Attributable to TPDDL
Complaints about consumer's bills	nsumer's bills	42	377	392	0	0	0
Complaints on billing	complaint.						
Issues relating to dis	Issues relating to disconnection/ reconnection of supply  Licensee shall reconnect the consumer's installation within two days of payment of past	37	1.916	1,908	<b>6</b> 7	ڻ.	0
reconnection	Dormant connections would be reconnected only after all formalities as required in the					AS	-3
	Case of near out special reading and prepare final bill, including all arrears upto the	329	1,026	1,067	44	;	
disconnection	date of billing, within five days of receiving such request	408	3,319	3,367	49	46	

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



Compliance of Standards of Performance Annexure S-9

Name of Discom
Period of Report
MIS Report on Billing

TPDDL Nov

2016

	Standard	No. of bills generated	generated
Service Area		within specified limit	above specified limit
		9315.	0
First Bill	Within four billing cycles	8215.	
nal Billing	For not more than two	13727	/ <b>0</b>
	billing cycles		
Provisional Bills generated		2412	
for PL cases**			

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

