

**Compliance of Standards of Performance**

Name of Discom: TPDDL  
 Period of Report: Dec 2016  
 MIS Report on Restoration of Power Supply & Quality of Power Supply

Service Area	Standard	Compensation payable to consumer in case of violation of Standard (default shall be considered from the time consumer has made complaint)	Total complaints Received	Complaints Attended		Complaints not attended within specified time limit	
				within specified time limit	above specified time limit	Attributable to TPDDL	Not Attributable to TPDDL
Fuse blown out or MCB tripped	Within three hours for Urban areas Within eight hours for Rural areas		4996	4984	12	7	5
Service line broken	Within six hours for Urban areas		1981	1981	0	0	0
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	6284	6284	0	0	0
Fault in distribution line/system	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within twelve hours		2455	2455	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	36	36	0	0	0
HT mains failed	Replacement of failed transformer within forty eight hours Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		6682	6682	0	0	0
Problem in grid (33 kV or 66 kV) substation	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Repair and restoration of supply within forty eight hours	Rs. 200 for each day of default	17	17	0	0	0
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within fifteen days	Rs. 500 for each day of default per day	0	0	0	0	0
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	7281	7275	6	6	0
<b>Total</b>			<b>31547</b>	<b>31529</b>	<b>18</b>	<b>13</b>	<b>5</b>
Local problem	Within four hours		6	6	0	0	0
Tap of transformer	Within three days	Rs. 50 for each day of default	0	0	0	0	0
Repair of distribution line / transformer / capacitor	Within thirty days		0	0	0	0	0
Installation and Up-gradation of HT / LT System	Within ninety days	Rs. 100 for each day of default	0	0	0	0	0
<b>Total</b>			<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**Compliance of Standards of Performance** Annexure S-2

Name of Discom **TPDDL** 2016  
 Period of Report **Dec**  
**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 sepcified time limit	above sepcified time limit	Attributable to TPDDL	Not Attributable to TPDDL
Testing of Meter - Fast	Within fifteen days of receipt of complaint	82	301	322	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	2	3	5	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	41	589	519	39	32	7
Replacement of Defective Meter	Within fifteen days of receipt of complaint	131	482	537	0	0	0
<b>Overall Result</b>		<b>256</b>	<b>1,375</b>	<b>1,383</b>	<b>39</b>	<b>32</b>	<b>7</b>

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

**Compliance of Standards of Performance**

Annexure S-3-a

Name of Discom TPDDL

Period of Report Dec

2016

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
Badli	73	379	355	0	0	0
Bawana	131	446	405	1	1	0
Civil lines	41	211	206	0	0	0
Keshavpuram	40	225	215	0	0	0
Mangol puri	124	709	690	0	0	0
Model town	32	202	195	0	0	0
Moti nagar	50	287	271	0	0	0
Narela	93	349	335	0	0	0
Pitam pura	51	299	286	0	0	0
Rohini	99	444	404	0	0	0
Shakti nagar	24	181	167	0	0	0
Shalimar bagh	163	1,137	1,043	0	0	0
<b>Total</b>	<b>921</b>	<b>4,869</b>	<b>4,572</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** Dec 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	2	9	7	0	0	0
Bawana	14	16	17	0	0	0
Civil lines	3	11	10	0	0	0
Keshavpuram	0	4	4	0	0	0
Mangol puri	1	5	3	0	0	0
Model town	5	10	11	0	0	0
Moti nagar	2	6	6	0	0	0
Narela	0	11	8	0	0	0
Pitam pura	2	6	7	0	0	0
Rohini	1	5	5	0	0	0
Shakti nagar	1	1	2	0	0	0
Shalimar bagh	2	11	11	0	0	0
<b>Total</b>	<b>33</b>	<b>95</b>	<b>91</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

*(Signature)*

**Compliance of Standards of Performance**

Annexure S-4

Name of Discom: TPDDL  
 Period of Report: Dec 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	197	150	157	1	0	1
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	214	37	84	3	2	1
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	150	13	36	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	13	0	1	0	0	0
<b>Total</b>		<b>574</b>	<b>200</b>	<b>278</b>	<b>4</b>	<b>2</b>	<b>2</b>

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

**Compliance of Standards of Performance**

Annexure S-4

Name of Discom: **TPDDL**  
 Period of Report: **Dec 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	197	150	157	1	0	1
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	214	37	84	3	2	1
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	150	13	36	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	13	0	1	0	0	0
<b>Total</b>		<b>574</b>	<b>200</b>	<b>278</b>	<b>4</b>	<b>2</b>	<b>2</b>

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

**Compliance of Standards of Performance**  
Annexure S-5

Name of Discom **TPDDL**      2016  
 Period of Report **Dec**  
 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	15	176	187	0	0	0
Bawana	21	165	179	0	0	0
Civil lines	26	101	126	0	0	0
Keshavpuram	13	102	113	0	0	0
Mangol puri	24	316	335	0	0	0
Model town	11	102	113	0	0	0
Moti nagar	15	142	155	0	0	0
Narela	25	156	177	0	0	0
Pitam pura	10	130	139	0	0	0
Rohini	21	289	308	0	0	0
Shakti nagar	6	83	88	0	0	0
Shalimar bagh	25	279	302	0	0	0
<b>Total</b>	<b>212</b>	<b>2,041</b>	<b>2,222</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-6

TPDDL  
Dec 2016

Name of Discom  
Period of Report

**MIS Report on Application for Load Reduction\***

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	4	40	44	0	0	0
Bawana	2	59	61	0	0	0
Civil lines	2	7	9	0	0	0
Keshavpuram	1	22	22	0	0	0
Mangol puri	2	38	37	0	0	0
Model town	0	7	7	0	0	0
Moti nagar	3	13	12	0	0	0
Narela	1	45	42	0	0	0
Pitam pura	3	7	8	0	0	0
Rohini	1	26	25	0	0	0
Shakti nagar	0	18	18	0	0	0
Shalimar bagh	3	22	23	0	0	0
<b>Total</b>	<b>22</b>	<b>304</b>	<b>308</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-7

TPDDL  
Dec 2016

Name of Discom  
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	22	23	0	0	0
Bawana	3	18	21	0	0	0
Civil lines	5	14	19	0	0	0
Keshavpuram	2	10	12	0	0	0
Mangol puri	2	29	31	0	0	0
Model town	16	41	57	0	0	0
Moti nagar	1	11	12	0	0	0
Narela	3	10	12	0	0	0
Pitam pura	2	11	13	0	0	0
Rohini	1	18	19	0	0	0
Shakti nagar	4	18	22	0	0	0
Shalimar bagh	7	26	33	0	0	0
<b>Total</b>	<b>47</b>	<b>228</b>	<b>274</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

*Handwritten signature*

Compliance of Standards of Performance

Name of Discom: TPDDL  
 Period of Report: Dec 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>							
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	27	315	321	0	0	0
<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.	39	2,261	2,210	7	6	1
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	244	1,044	1,001	10	9	1
<b>Overall Result</b>		<b>310</b>	<b>3,620</b>	<b>3,532</b>	<b>17</b>	<b>15</b>	<b>2</b>

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

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

Name of Discorn  
Period of Report  
**MIS Report on Billing**

TPDDL  
Dec  
2016

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	6953	0
Provisional Billing	For not more than two billing cycles	10737	0
Provisional Bills generated for PL cases**		2000	

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