

TPDDL/Regulatory/181
Jun 12, 2017

Office of the HoD-Regulatory

The Secretary,
Delhi Electricity Regulatory Commission
Viniyamak Bhawan, C- Block, Shivalik
Malviya Nagar
New Delhi-110017

Sub: MIS Reports for April-17 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.

Sir,


We write in reference to the Delhi Electricity Supply Code and Performance Standard Regulation 2007 notified in Delhi Gazette on 18.04.07.

We wish to inform Hon'ble Commission that in compliance with the Guaranteed Standards of performance as mentioned in the Schedule I to the Delhi Electricity Supply Code and Performance Standards Regulation 2007, we enclose the **MIS reports for April-17** in various formats prescribed by the Hon'ble Commission for the purpose.

We hope that Hon'ble Commission would find the same in order and we shall be pleased to furnish any other information and/or clarification on the same as and when required.

Thanking You,

Yours Sincerely,
for **TATA Power Delhi Distribution Limited**



Jyotish K. Sinha
HoD-Regulatory
Vasun

Encl: As stated above.

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 TPDDL

Compliance of Standards of Performance

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		12900	12887	13	11	2
Service line broken	Within six hours for Urban areas		4920	4920	0	0	0
Service line snapped from the pole	Within twelve hours for Rural areas		6368	6368	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	Rs. 50 for each day of default	1996	1996	0	0	0
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible Replacement of failed transformer within forty eight hours Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours	Rs. 100 for each day of default	144	144	0	0	0
HT mains failed	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 Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	25	25	0	0	0
Failure of Power Transformer	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 twenty 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	8714	8667	47	47	0
Total			56058	55998	60	58	2
Local problem	Within four hours	Rs. 50 for each day of default	3	3	0	0	0
Tap of transformer	Within three days		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
Total			3	3	0	0	0

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom: TPDDL
 Period of Report: Apr 2017
 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	53	249	233	0	0	0
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	39	667	548	21	9	12
Replacement of Defective Meter	Within fifteen days of receipt of complaint	50	489	444	0	0	0
Overall Result		142	1,409	1,228	21	9	12

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

Compliance of Standards of Performance

Annexure S-3-a

Name of Discom
Period of Report

TPDDL
Apr

2017

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	65	531	465	0	0	0
Bawana	144	577	484	1	1	0
Civil lines	36	269	220	0	0	0
Keshavpuram	37	268	230	0	0	0
Mangol puri	113	1,049	924	0	0	0
Model town	54	319	297	0	0	0
Moti nagar	65	445	336	0	0	0
Narela	122	521	452	2	2	0
Pitam pura	48	343	279	0	0	0
Rohini	81	510	456	0	0	0
Shakti nagar	35	295	226	0	0	0
Shalimar bagh	166	1,239	1,074	0	0	0
Total	966	6,366	5,443	3	3	0

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

(Signature)

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom
Period of Report

TPDDL
Apr

2017

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	1	29	23	0	0	0
Bawana	19	24	19	0	0	0
Civil lines	2	17	15	0	0	0
Keshavpuram	2	15	12	0	0	0
Mangol puri	5	17	21	0	0	0
Model town	1	23	16	0	0	0
Moti nagar	3	12	11	0	0	0
Narela	3	23	18	0	0	0
Pitam pura	4	21	17	0	0	0
Rohini	1	19	17	0	0	0
Shakti nagar	1	7	5	0	0	0
Shalimar bagh	4	27	28	0	0	0
Total	46	234	202	0	0	0

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

Compliance of Standards of Performance

Name of Discom		TPDDL		2017		Annexure S-4	
Period of Report		Apr					
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	183	150	158	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	160	38	33	1	1	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	140	18	32	22	18	4
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	8	0	1	0	0	0
Total		491	206	224	23	19	4

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

Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Apr 2017**
 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	21	178	194	0	0	0
Bawana	25	137	157	0	0	0
Civil lines	8	72	80	0	0	0
Keshavpuram	16	86	101	0	0	0
Mangol puri	27	191	217	0	0	0
Model town	15	109	120	0	0	0
Moti nagar	22	137	158	0	0	0
Narela	13	155	167	0	0	0
Pitam pura	17	131	147	0	0	0
Rohini	25	253	274	0	0	0
Shakti nagar	16	97	112	0	0	0
Shalimar bagh	35	254	287	0	0	0
Total	240	1,800	2,014	0	0	0

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

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Compliance of Standards of Performance

Annexure S-6

Name of Discom
Period of Report

TPDDL
Apr

2017

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	9	21	29	0	0	0
Bawana	7	28	35	0	0	0
Civil lines	4	11	15	0	0	0
Keshavpuram	4	13	17	0	0	0
Mangol puri	11	16	27	0	0	0
Model town	4	8	12	0	0	0
Moti nagar	6	21	25	0	0	0
Narela	7	30	37	0	0	0
Pitam pura	8	13	21	0	0	0
Rohini	6	14	20	0	0	0
Shakti nagar	1	14	15	0	0	0
Shalimar bagh	3	20	23	0	0	0
Total	70	209	276	0	0	0

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

Compliance of Standards of Performance

Annexure S-7

Name of Discom
Period of Report

TPDDL
Apr

2017

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	2	14	16	0	0	0
Bawana	1	10	11	0	0	0
Civil lines	1	13	14	0	0	0
Keshavpuram	2	8	10	0	0	0
Mangol puri	3	31	34	0	0	0
Model town	2	27	29	0	0	0
Moti nagar	3	24	27	0	0	0
Narela	1	14	14	0	0	0
Pitam pura	0	10	10	0	0	0
Rohini	1	17	18	0	0	0
Shakti nagar	0	20	20	0	0	0
Shalimar bagh	5	18	23	0	0	0
Total	21	206	226	0	0	0

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

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Compliance of Standards of Performance Annexure S-8

Name of Discom TPDDL
 Period of Report Apr 2017

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
Complaints about consumer's bills							
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	21	258	244	0	0	0
Issues relating to disconnection/ reconnection of supply							
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.	62	1,260	1,251	8	0	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	536	1,132	1,397	11	10	1
Overall Result		619	2,650	2,892	19	18	1

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

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Compliance of Standards of Performance

Annexure S-9

Name of Discom

TPDDL

Period of Report

Apr

2017

MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	5332	0
Provisional Billing	For not more than two billing cycles	3184	0
Provisional Bills generated for PL cases**		832	

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