



TATA POWER-DDL

TPDDL/Regulatory/181

Aug 25, 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 July-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 July-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
Jyotish

Encl: As stated above.

Compliance of Standards of Performance

S-1

Name of Discom: TPDDL
 Period of Report: Jul 2017
 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		15127	15123	4	4	0
Service line broken	Within six hours for Urban areas		5724	5724	0	0	0
Service line snapped from the pole	Within twelve hours for Rural areas		10655	10655	0	0	0
Fault in distribution lines/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	4227	4227	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	Rs. 100 for each day of default	127	127	0	0	0
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		19163	19157	6	6	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.	Rs. 200 for each day of default	0	0	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. 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	12768	12738	30	30	0
Total			77819	77779	40	40	0
Local problem	Within four hours Within three days	Rs. 50 for each day of default	9	9	0	0	0
Tap of transformer	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0
Repair of distribution line / transformer / capacitor	Within ninety days		0	0	0	0	0
Installation and Up-gradation of HT / LT System			0	0	0	0	0
Total			9	9	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 **Jul** **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	209	1,060	1,098	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	3	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	88	1,050	934	40	39	1
Replacement of Defective Meter	Within fifteen days of receipt of complaint	130	840	775	0	0	0
Overall Result		427	2,953	2,810	40	39	1

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

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Compliance of Standards of Performance

Annexure S-3-a

Name of Discom
Period of Report

TPDDL
Jul

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	202	553	582	0	0	0
Bawana	227	708	651	3	3	0
Civil lines	114	316	337	0	0	0
Keshavpuram	86	317	300	0	0	0
Mangol puri	304	1,609	1,574	0	0	0
Model town	84	363	343	0	0	0
Moti nagar	136	438	457	0	0	0
Narela	205	642	615	0	0	0
Pitam pura	107	393	406	0	0	0
Rohini	155	621	582	2	0	2
Shakti nagar	50	285	264	0	0	0
Shalimar bagh	296	1,622	1,439	0	0	0
Total	1,966	7,867	7,550	5	3	2

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

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Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jul 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	4	25	21	0	0	0
Bawana	8	71	72	0	0	0
Civil lines	2	24	22	0	0	0
Keshavpuram	2	13	12	0	0	0
Mangol puri	0	22	17	0	0	0
Model town	3	17	16	0	0	0
Moti nagar	3	12	11	0	0	0
Narela	3	30	30	0	0	0
Pitam pura	5	20	18	0	0	0
Rohini	0	21	21	0	0	0
Shakti nagar	1	14	14	0	0	0
Shalimar bagh	5	26	29	1	0	1
Total	36	295	283	1	0	1

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

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Compliance of Standards of Performance

Name of Discom Period of Report	TPDDL Jul	2017	Annexure S-4	Compliance of Standards of Performance							
				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	275	211	203	0	0	0	0			
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	204	62	52	3	3	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	105	21	25	0	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	10	0	6	0	0	0	0			
Total		594	294	286	3	3	0	0			

* 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 **Jul 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	16	228	238	0	0	0
Bawana	9	192	196	0	0	0
Civil lines	6	134	135	0	0	0
Keshavpuram	18	155	165	0	0	0
Mangol puri	21	297	303	0	0	0
Model town	11	170	173	0	0	0
Moti nagar	23	179	189	0	0	0
Narela	19	147	159	0	0	0
Pitam pura	23	204	222	0	0	0
Rohini	18	370	368	0	0	0
Shakti nagar	8	111	117	0	0	0
Shalimar bagh	34	338	360	0	0	0
Total	206	2,525	2,625	0	0	0

* 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

Jul

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	1	29	28	0	0	0
Bawana	0	39	36	0	0	0
Civil lines	0	14	14	0	0	0
Keshavpuram	0	26	24	0	0	0
Mangol puri	0	29	29	0	0	0
Model town	2	12	13	0	0	0
Moti nagar	2	16	18	0	0	0
Narela	0	23	20	0	0	0
Pitam pura	2	23	23	0	0	0
Rohini	1	23	20	0	0	0
Shakti nagar	1	15	15	0	0	0
Shalimar bagh	0	31	26	0	0	0
Total	9	280	266	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 **TPDDL**
 Period of Report **Jul 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	1	16	17	0	0	0
Bawana	2	18	20	0	0	0
Civil lines	1	27	28	0	0	0
Keshaypuram	1	14	15	0	0	0
Mangol puri	2	22	24	0	0	0
Model town	4	24	25	0	0	0
Moti nagar	0	10	10	0	0	0
Narela	2	15	17	0	0	0
Pitam pura	1	10	11	0	0	0
Rohini	2	18	20	0	0	0
Shakti nagar	2	21	22	0	0	0
Shalimar bagh	2	25	27	0	0	0
Total	20	220	236	0	0	0

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

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Compliance of Standards of Performance

Name of Discom: TPDDL
 Period of Report: Jul 2017
 Annexure S-8

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.	50	554	541	1	1	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.	89	1,371	1,391	11	10	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	310	1,328	1,338	41	38	3
Overall Result		449	3,253	3,270	53	49	4

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

Compliance of Standards of Performance

Annexure S-9

Name of Discom

TPDDL

Period of Report

Jul

2017

MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8334	0
Provisional Billing	For not more than two billing cycles	7696	1
Provisional Bills generated for PL cases**		867	

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