



TATA POWER-DDL

Office of the HoD-Regulatory

TPDDL/Regulatory/181

Sep 30, 2016

The Secretary,

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

Sub: MIS Reports for Jul-16 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 Jul-16** 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 Kumar Sinha
HoD-Regulatory

Encl: As stated above.

Compliance of Standards of Performance

S-1

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		17271	17168	103	103	0
	Within eight hours for Rural areas		4707	4702	5	5	0
	Within six hours for Urban areas		14940	14887	53	53	0
Service line broken	Within twelve hours for Rural areas		4383	4383	0	0	0
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.	Rs. 50 for each day of default	5898	5898	0	0	0
Fault in distribution line/system	Recallification of fault and thereafter Restoration of normal power supply within twelve hours		113	113	0	0	0
	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	25613	25600	13	13	0
Distribution transformer failed/burnt	Replacement of failed transformer within forty eight hours		117	117	0	0	0
	Temporary restoration of power supply within four hours, wherever feasible.						
HT mains failed	Recallification of fault within twelve hours						
	Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default					
Problem in grid (33 kV or 66 kV) substation	Roster load shedding may be carried out to avoid overloading of alternate source.						
	Repair and restoration of supply within forty eight hours						
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.	Rs. 500 for each day of default per day					
Street light faults	Recallification action plan to be intimated to the Commission within seventy two hours		9673	9576	97	97	0
	Recallification to be completed within fifteen days		82715	82444	271	271	0
Total	Recallification within seventy two hours		2	2	0	0	0
	Within four hours		0	0	0	0	0
Local problem	Within three days		0	0	0	0	0
	Within thirty days		0	0	0	0	0
Tap of transformer	Within ninety days		0	0	0	0	0
	Installation and Up-gradation of HT / LT System		0	0	0	0	0
Repair of distribution line / transformer / capacitor	Within ninety days		2	2	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 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	350	1,431	1,253	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	4	8	8	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	105	1,126	1,023	44	44	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	172	1,020	922	0	0	0
Overall Result		631	3,585	3,206	44	44	0

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

Compliance of Standards of Performance

Annexure S-3-a

Name of Disc:om TPDDL
 Period of Report Jul 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	136	647	510	0	0	0
Bawana	168	701	547	0	0	0
Civil lines	93	416	337	0	0	0
Keshavpuram	46	375	332	0	0	0
Mangol puri	316	1,630	1,361	0	0	0
Model town	63	368	299	0	0	0
Moti nagar	124	660	531	3	0	3
Narela	187	752	597	0	0	0
Pitam pura	89	508	428	0	0	0
Rohini	146	792	633	0	0	0
Shakti nagar	127	332	357	0	0	0
Shalimar bagh	371	1,545	1,415	1	0	1
Total	1,866	8,726	7,347	4	0	4

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

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom TPDDL
 Period of Report Jul 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	0	14	11	0	0	0
Bawana	12	26	22	0	0	0
Civil lines	4	24	21	0	0	0
Keshavpuram	3	5	6	0	0	0
Mangol puri	0	9	6	0	0	0
Model town	3	12	10	0	0	0
Moti nagar	3	15	17	0	0	0
Narela	1	23	17	0	0	0
Pitam pura	8	9	15	0	0	0
Rohini	7	16	16	0	0	0
Shakti nagar	2	8	7	0	0	0
Shalimar bagh	4	17	14	0	0	0
Total	47	178	162	0	0	0

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

Compliance of Standards of Performance

Name of Discom	Period of Report	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		
											0	0
	TPDDL Jul 2016											
Electrified Areas (extension of five poles line required)			Fifteen days	0	0	0	0	0	0	0	0	0
Electrified Areas (extension of lines, aug of Transformer, new Distribution Transformer is required)			One hundred and twenty days	601	268	276	2	1	1	0	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	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0
Total				601	268	276	2	1	1	0	1	0

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

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Compliance of Standards of Performance

Annexure S-6

Name of Discom
Period of Report

TPDDL
Jul

2016

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	3	33	36	0	0	0
Bawana	0	55	52	0	0	0
Civil lines	2	6	7	0	0	0
Keshavpuram	2	21	21	0	0	0
Mangol puri	1	33	26	0	0	0
Model town	2	11	13	0	0	0
Moti nagar	2	12	11	0	0	0
Narela	5	31	34	0	0	0
Pitam pura	3	14	15	0	0	0
Rohini	4	15	18	0	0	0
Shakti nagar	7	13	18	0	0	0
Shalimar bagh	5	14	19	0	0	0
Total	36	258	270	0	0	0

(Data extracted from system on 5th Aug-16)

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

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Compliance of Standards of Performance

Annexure S-7

Name of Discorm
Period of Report

TPDDL
Jul

2016

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	3	17	19	0	0	0
Bawana	1	24	24	0	0	0
Civil lines	0	44	44	0	0	0
Keshaypuram	1	10	11	0	0	0
Mangol puri	2	44	46	0	0	0
Model town	2	15	16	0	0	0
Moti nagar	3	21	22	0	0	0
Narela	1	20	21	0	0	0
Pitam pura	5	9	14	0	0	0
Rohini	0	17	17	0	0	0
Shakti nagar	3	28	30	0	0	0
Shalimar bagh	2	29	31	0	0	0
Total	23	278	296	0	0	0

(Data extracted from system on 5th Aug-16)

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

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Name of Discom TPDDL 2016
 Period of Report Jul

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.	1	69	69	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.	84	1,347	1,364	15	14	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	373	1,061	1,194	39	39	0
Overall Result		458	2,477	2,627	54	53	1

* 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
 Jul

2016

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8690	0
Provisional Billing	For not more than two billing cycles	9929	0
Provisional Bills generated for PL cases**		2450	

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