



TATA POWER-DDL

o/c

TPDDL/Regulatory/181

Aug 3, 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 May-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 May-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

Vain

Encl: As stated above.

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TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

Corporate Office : NDPL House Hudson Lines Kingsway Camp Delhi - 110 009

Website : www.tatapower-ddl.com CIN No. : U40109DL2001PLC111526

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		15729	24	24	0	0
Service line broken	Within six hours for Urban areas		5266	1	1	0	0
Service line snapped from the pole	Within twelve hours for Rural areas		8133	0	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	2657	0	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	9233	0	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		196	0	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	16470	2	2	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	Rs. 500 for each day of default per day	0	0	0	0	0
Street-light faults	Rectification to be completed within Fifteen days Rectification within seventy two hours		9169	35	35	0	0
Total			68855	62	62	0	0
Local problem	Within four hours		15	0	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		0	0	0	0	0
Total			15	0	0	0	0

* With reference to Letter No. NDPL/JCCM/3 dated July 15, 2003

Name of Discom: TPDDL
 Period of Report: May 2017
 MIS Report on Restoration of Power Supply & Quality of Power Supply

Compliance of Standards of Performance

Annexure S-2

Name of Discom: TPDDL
 Period of Report: May
 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	68	686	565	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	2	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	76	1,027	896	35	22	13
Replacement of Defective Meter	Within fifteen days of receipt of complaint	72	669	590	0	0	0
Overall Result		217	2,384	2,054	35	22	13

* 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
May

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	90	532	482	0	0	0
Bawana	153	621	567	2	0	2
Civil lines	62	384	325	0	0	0
Keshavpuram	39	359	292	0	0	0
Mangol puri	146	1,338	1,239	0	0	0
Model town	43	372	338	0	0	0
Moti nagar	90	436	413	0	0	0
Narela	156	690	650	0	0	0
Pitam pura	76	483	457	0	0	0
Rohini	85	590	552	0	0	0
Shakti nagar	78	303	329	0	0	0
Shalimar bagh	242	1,372	1,294	0	0	0
Total	1,260	7,480	6,938	2	0	2

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

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom
Period of Report

TPDDL
May

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	6	23	25	0	0	0
Bawana	13	38	27	1	1	0
Civil lines	4	9	12	0	0	0
Keshaypuram	3	9	11	0	0	0
Mangol puri	0	19	17	0	0	0
Model town	5	9	11	0	0	0
Moti nagar	4	22	19	0	0	0
Narela	3	29	29	0	0	0
Pitam pura	5	15	17	0	0	0
Rohini	3	30	32	0	0	0
Shakti nagar	1	8	8	0	0	0
Shalimar bagh	2	22	23	0	0	0
Total	49	233	231	1	1	0

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

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Compliance of Standards of Performance

Annexure S-4

TPDDL
May

2017

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
Electrified Areas(extension of five poles line required)	Fifteen days	197	203	209	1	1	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	184	36	47	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	104	16	25	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.	7	0	1	0	0	0
Total		492	255	282	1	1	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 **May 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	182	201	0	0	0
Bawana	19	125	140	0	0	0
Civil lines	2	82	82	0	0	0
Keshavpuram	15	106	118	0	0	0
Mangol puri	6	205	209	0	0	0
Model town	8	78	85	0	0	0
Moti nagar	16	136	150	0	0	0
Narela	13	140	151	0	0	0
Pitam pura	13	118	131	0	0	0
Rohini	20	193	210	0	0	0
Shakti nagar	10	89	97	0	0	0
Shalimar bagh	16	219	232	0	0	0
Total	159	1,673	1,806	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
Period of Report

TPDDL
May

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	4	27	31	0	0	0
Bawana	0	35	35	0	0	0
Civil lines	0	2	2	0	0	0
Keshavpuram	0	16	16	0	0	0
Mangol puri	1	10	11	0	0	0
Model town	0	7	6	0	0	0
Moti nagar	3	19	22	0	0	0
Narela	3	16	19	0	0	0
Pitarn pura	3	12	15	0	0	0
Rohini	2	16	18	0	0	0
Shakti nagar	0	12	12	0	0	0
Shalimar bagh	2	20	22	0	0	0
Total	18	192	209	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

May

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
Bacili	2	13	15	0	0	0
Bawana	1	19	20	0	0	0
Civil lines	1	9	10	0	0	0
Keshavpuram	0	6	6	0	0	0
Mangol puri	7	44	51	0	0	0
Model town	16	8	24	0	0	0
Moti nagar	4	15	19	0	0	0
Narela	5	19	23	0	0	0
Pitam pura	0	10	10	0	0	0
Rohini	0	14	14	0	0	0
Shakti nagar	2	17	19	0	0	0
Shalimar bagh	4	20	24	0	0	0
Total	42	194	235	0	0	0

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

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.	35	436	421	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.	58	1,141	1,117	13	12	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	260	1,353	1,305	15	15	0
Overall Result		353	2,930	2,843	28	27	1

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

Compliance of Standards of Performance

Annexure S-9

Name of Discorn

TPDDL

Period of Report

May

2017

MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7222	0
Provisional Billing	For not more than two billing cycles	6671	0
Provisional Bills generated for PL cases**		678	

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