

Format I

Fatal and non-fatal accident report

Name of Company TATA Power-DDL
Period of Report November
Year 2017

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
1	1	0	0	1	1	1	4	4	14

FH-Fatal Human
NFH-Non Fatal Human
FA-Fatal Animal

Action taken report for safety measures complied for the accidents occurred

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Sl.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI/ AEI	Remedies suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Shiv Vihar Colony -Karala 1.Sh. Lokender Kumar - Fatal (M/S Mithila& Mithila) 2.Sh. Ram Kumar - Non Fatal (M/S Mithila& Mithila)	18.11.17	Fatal-1 Non Fatal-1	The work of erection of 9 m LT PCC strut pole was undergoing with the help of HYDRA Machine at site. As gathered from site, PCC pole was being lifted by HYDRA machine, Mr. Lokendra Kumar and Sh. Ram Kumar both were guiding the pole towards the pole pit. In the course of erection the HYDRA crane operator did some wrong operation and lifted PCC pole with a jerk & the PCC pole tilted towards the 11 KV O/H Line which was existing 3.5 m away from the pole pit horizontally & 9m approx vertically. As the top of the PCC pole came in arcing zone, both the person standing on ground & guiding it towards the pole pit were electrocuted	Not shared	Not applicable	Not applicable	1. It is recommended that Permit To Work system must be adhered to where ever pole erection, is being commenced in close proximity (equal to or less than 6.0 M) of live network. 2. The crane being deployed at site must be checked in accordance to crane checklist and the same to be sent (either mail, whatsapp or in person) to concerned Project officer or engineer in-charge. Work using crane must not be started until the clearance is given by the concerned Project officer or engineer in-charge through any of the medium mentioned above. The crane must be accompanied with a competent driver and helper. 3. Jute /Nylon Rope shall only be used for guiding the pole during erection, instead of crow bar. In all other works it is mandatory to use insulated crow bars only 4. It is mandatory to have hazard identification and risk assessment of the particular scheme before start of the execution work. The same shall be signed off by the PO and the BA Supervisor and circulated to the HoG(DP) and safety In-charge, concerned. This will help in classification of jobs where all caution order or PTW are to be availed. The existing of HIRA of the department may please be referred.	The Contractor will pay as per prevalent norms.
2	B-28 , Christen Colony , Civil line Victim: Shankar Sharma	09.11.2017	Non Fatal	At around 01:30 am on 09.11.2017, a man appx. Age 18-19 years was found fallen at the 2nd floor balcony. It was a PG & some of his friends immediately admitted the victim at Sant Parmanad hospital. On further investigation with the students, available at site, nobody confirmed that how this man came on the balcony at the late night hours or how he had supposedly received electric shock. The address B-28 christen colony is in a very narrow street where most of the consumers have extended their balconies thereby encroaching our ROW. The consumer of the premises in question had also extended his balcony very near to our 11kv network. From our record it was found that an unauthorized construction notice no. 2587 regarding the unsafe clearance & encroachment was already served to consumer on dated 11.08.2015.	Not shared	Not applicable	Not applicable	1)Notices had been served to this location in particular and all such locations encroaching ROW in general. 2)Incessant public awareness drive to desist building structures near Power Lines	Not applicable

Restoration of Power Supply

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Service Area	Standard w.r.t AT&C losses			Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
1	2			3	4	5=3+4	6	7	8=6+7	9=5-8
Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	Within 3hrs	Within 4hrs	Within 6hr	0	19733	19733	19684	49	19733	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within 2hrs	Within 3hrs	Within 4hrs	0	3676	3676	3558	118	3676	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	37	37	36	1	37	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			NA						
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	989	989	965	24	989	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days			0	366	366	365	1	366	0

Quality of Power Supply

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	Resolution Within 4hrs	0	4	4	4	0	4	0
Tap setting of transformer	Resolution Within 24hr	0	0	0	0	0	0	0
Repair of Distribution Line/transform/capacitor	Resolution Within 15 days	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/Low Tension System	Resolution within 90 days	0	0	0	0	0	0	0

Complaint about meters

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With In Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	Within fifteen days of receipt of complaint	290	457	747	558	0	558	189
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	0	2	2	2	0	2	0
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	42	855	897	818	0	818	79
Complaint lodged for burnt meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days	25	660	685	616	15	631	54
Complaint lodged for stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days.	13	73	86	35	40	75	11

New connections/Additional Load, where power supply can be provided from existing network

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Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Where no RoW or road cutting permission is required	Within 8 days from the acceptance of application	5466	8500	13966	7283	96	7379	6587
Where RoW or road cutting permission is required	Within 15 days from the acceptance of application	NA						

Applications for New connections/Additional Load, where power supply requires extension of distribution system

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Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total	Complaints attended during the month			Balance complaint to be attended
				Complaint	Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1. Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.	123	155	278	139	2	141	137
2. Electrified Areas (Where extension of lines or augmentation of Distribution Transformation on capacity , where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.	54	57	111	38	2	40	71
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	88	36	124	25	4	29	95
4. Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note	88	52	140	11	5	16	124
5. Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note	2	14	16	1	0	1	15

Connection in un-electrified areas

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) Availability of right of way & land, wherever required	273	798	1071	420	0	420	651
Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Within 12 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) availability of right of way & land, wherever required.	0	0	0	0	0	0	0

Transfer of Consumer's connection and conversion of services

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					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	370	2177	2547	2093	1	2094	453
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	12	290	302	290	7	297	5
Change of category	Change of category within 7 days of acceptance of application	50	173	223	167	1	168	55
In case connection is denied after receipt of payment against demand note		NA						
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent	By 31st May	0	0	0	0	0	0	0

Complaints about consumer's bills, disconnection, reconnection of supply

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	69	453	522	483	0	483	39
Non-Payment of dues by the consumer		0	0	0	0	0	0	0
Request for reconnection	Licensee shall reconnect the consumer's installation within 24hrs of payment	177	2191	2368	2139	15	2154	214
Final bill for vacation of Premises / change of occupancy/ Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days from the date of disconnection.	98	1946	2044	1899	71	1970	74

Failure of Distribution Transformer

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No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Number of distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
29742	44	29786	16	0.05

Failure of Power Transformer

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No. of Power transformers at the beginning of the month	No. of Power transformers added during the month	Total number of Power transformers	Number of Power transformers failed	% Failure rate of Power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
194	0	194	0	0

Summary of Overall Standards of Performance

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Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time	Beyond specified time	
1	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be rectified within prescribed time limits under Schedule-1	19733	19684	49	99.75
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		3676	3558	118	96.79
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		37	36	1	97.30
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		NA			
(v)	Continuous scheduled power outages		989	965	24	97.57
(vi)	Replacement of burnt meter or stolen meter		366	365	1	99.73

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time	Beyond specified time	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1143	1143	0	100
	Restoration of supply by 6:00 PM		1143	1138	5	99.56
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	9410	9383	27	99.71
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.121			
	SAIDI		0.107			
	CAIDI		1			
5	Frequency variation	To maintain supply frequency within range as per IEGC	0	0	0	
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	0	0	0	
7	Percentage billing mistakes	Shall not exceed 0.2%	453	418	0	0.028

Compensation Details

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Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity Connections		0	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation Required	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(iii)	Un-electrified Areas	1% of the amount deposited by developer/ applicants per day of default.	0	0	0	0	0
(iv)	Connection denied after receipt of payment against demand note	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(v)	Connection energized through loop	Rs. 500 per kW of sanctioned/contract demand	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default.	0	0	0	0	0
4	Notice for downward revision of load	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default.	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of meters	Rs.50 for each day of default	0	0	0	0	0

Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable (Rs.)	Amount of compensation paid in (Rs.)
8	Fault in street light maintained by the Licensee	Rs.75 for each day of default	0	0	0	0	0
9	Voltage fluctuations and complaints		0	0	0	0	0
(i)	Local problem	Rs. 50 for each day of default	0	0	0	0	0
(ii)	Tap setting of transformer	Rs. 25 for each day of default	0	0	0	0	0
(iii)	Repair of distribution line / transformer capacitor	Rs. 100 for each day of default	0	0	0	0	0
(iv)	Installation and up-gradation of HT/LT System		0	0	0	0	0
10	Power supply Failure	Rs. 10 per KW per hour of sanctioned or contract demand, as the case may be, subject to maximum of Rs. 200 per hour per consumer.	3	0	3	150	150
11	Total		3	0	3	150	150

Format XV**Unauthorised Use of Electricity**

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No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
8	41	0	0	0

Format XVI**Theft of Electricity**

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No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer
256	105	135	135	0