



TATA POWER-DDL

TPDDL/Regulatory/181
Feb 25, 2015

Ms. Jayshree Raghuraman
Secretary
Delhi Electricity Regulatory Commission
Viniyamak Bhawan, C- Block, Shivalik
Malviya Nagar
New Delhi-110017

Sub: MIS Reports for January-15 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.

Madam,

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 Jan-15** 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

Jyotish
Encl: As stated above.



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Compliance of Standards of Performance

S-1

Name of Discom: **TPDDL**
 Period of Report: **Jan**
 MIS Report on Restoration of Power Supply & Quality of Power Supply: **2015**

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		9110	9004	106	106	0
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas		2895	2889	6	6	0
Service line snapped from the pole	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	12020	11653	367	367	0
Fault in distribution line/system	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	4579	4577	2	2	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. 200 for each day of default	1234	1217	17	17	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 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 fifteen days	Rs. 500 for each day of default per day	28	28	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 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 fifteen days	Rs. 200 for each day of default	3336	3316	20	20	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 Rectification to be completed within fifteen days	Rs. 500 for each day of default per day	29	29	0	0	0
Street light faults	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 fifteen days	Rs. 50 for each day of default	6879	6475	404	404	0
Total			40110	39188	922	922	0
Local Problem	Within four hours		0	0	0	0	0
Tap of transformer	Within three days	Rs. 50 for each day of default	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			0	0	0	0	0

* With reference to Letter No. NDPLJCGM3 dated July 18, 2008

Out

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Jan 2015**
 MIS Report on Complaints about Meters*

Nature of Complaint	Standard	Opening pendency	Total Complaints received (B)	Total complaints Attended (C)		Complaints not attended within specified time limit (D)	
				within sepcified time limit	above sepcified time limit	Attributable to TPDDL	Not Attributable to TPDDL
Testing of Meter - Fast	Within fifteen days of receipt of complaint	43	224	222	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.	65	707	717	12	12	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	123	734	784	1	1	0
Overall Result		232	1,667	1,726	13	13	0

* 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 **TPDDL**
 Period of Report **Jan 2015**
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 (D)	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badi	62	441	453	1	1	0
Bawana	137	494	553	3	0	3
Civil lines	47	365	353	0	0	0
Keshavpuram	29	250	245	0	0	0
Mangol puri	205	936	1,076	0	0	0
Model town	78	329	355	0	0	0
Moti nagar	73	467	423	0	0	0
Narela	159	487	565	1	0	1
Pitarn pura	83	338	367	1	1	0
Rohini	111	516	524	1	1	0
Shakti nagar	72	307	357	0	0	0
Shalimar bagh	226	871	934	3	1	2
Total	1,282	5,801	6,205	10	4	6

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

Over

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jan 2015**
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	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	3	12	9	0	0	0
Bawana	12	43	33	0	0	0
Civil lines	1	6	7	0	0	0
Keshavpuram	4	9	9	0	0	0
Mangol puri	7	22	20	0	0	0
Model town	1	14	12	0	0	0
Moti nagar	5	13	18	0	0	0
Narela	1	22	18	0	0	0
Pitam pura	2	14	13	0	0	0
Rohini	2	13	14	0	0	0
Shakti nagar	2	4	6	0	0	0
Shalimar bagh	4	12	15	0	0	0
Total	44	184	174	0	0	0

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

Over

Compliance of Standards of Performance

TPDDL

2015

Annexure S-4

Name of Discom
Period of Report

MIS report on New Connections Applications/Additional Load*
Jan

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	
				within specified limit	above specified limit	Attributable to TPDDL	Not Attributable to TPDDL
Electrified Areas(extension of five poles line required)	Fifteen days	0	0	0	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	730	308	287	2	1	1
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
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
Total		730	308	287	2	1	1

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

Over

Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Jan 2015**
 MIS Report on **Transfer of Ownership/Change of Consumer's connection***

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified	
			with in 2 billing cycles	above 2 billing cycles	Attributable to TPDDL	Not Attributable to TPDDL
Badli	33	168	188	0	0	0
Bawana	18	127	137	0	0	0
Civil lines	13	74	78	0	0	0
Keshavpuram	18	70	81	0	0	0
Mangol puri	18	224	235	0	0	0
Model town	18	105	113	0	0	0
Moti nagar	39	140	158	0	0	0
Narela	23	153	161	0	0	0
Pitam pura	23	141	149	0	0	0
Rohini	35	286	307	0	0	0
Shakti nagar	14	72	72	0	0	0
Shalimar bagh	59	232	268	0	0	0
Total	311	1,792	1,947	0	0	0

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



Compliance of Standards of Performance

Annexure S-6

Name of Discorn
Period of Report

TPDDL
Jan

2015

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	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badii	1	81	82	0	0	0
Bawana	1	128	129	0	0	0
Civil lines	2	44	45	0	0	0
Keshavpuram	0	55	55	0	0	0
Mangol puri	2	222	222	1	1	0
Model town	0	55	55	0	0	0
Moti nagar	4	49	53	0	0	0
Narela	0	89	89	0	0	0
Pitamn pura	1	95	96	0	0	0
Rohini	0	59	59	0	0	0
Shakti nagar	1	42	42	0	0	0
Shallnar bagh	0	195	195	0	0	0
Total	12	1,114	1,122	1	1	0

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

Over

Compliance of Standards of Performance

S - 7

Name of Discom
Period of Report

TPDDL
Jan

2015

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	
			Within 10 Days	Above 10 days
Badli	1	11	11	0
Bawana	3	15	16	0
Civil lines	1	16	17	0
Keshavpuram	3	23	25	0
Mangol puri	3	27	29	0
Model town	0	8	8	0
Moti nagar	3	15	17	0
Narela	2	17	18	0
Pitarn pura	1	15	14	0
Rohini	1	23	24	0
Shakti nagar	0	15	15	0
Shalimar bagh	1	19	19	0
Total	19	204	213	0

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

Over

Compliance of Standards of Performance

Annexure S-8

Name of Discom: TPDDL
 Period of Report: Jan

2015

MIS Report on Billing Complaints & Disconnection/Reconnection*

Nature Of Complaint	Standard	Operating 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.	7	30	28	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.	44	1,886	1,876	9	2	7
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	128	1,246	1,242	22	22	0
Overall Result		179	3,162	3,146	31	24	7

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

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Compliance of Standards of Performance

Annexure S-9

Name of Discom **TPDDL**
 Period of Report **Jan 2015**
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	6892	0
Provisional Billing	For not more than two billing cycles	11628	0
Provisional Bills generated for PL cases**		4203	

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

Over