



**TATAPOWER-DDL**

TPDDL/Regulatory/181

July 25, 2014

**Ms. Jayshree Raghuraman**  
**Secretary**

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

Sub: **MIS Reports for May-14 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 May-14** 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,

for **TATA Power Delhi Distribution Limited**

**Jyotish Kumar Sinha**  
HoD-Regulatory Affairs

 **Encl:** As stated above.

**CIN No. : U40109DL2001PLC111528**  
**Website : [www.tatapower-ddl.com](http://www.tatapower-ddl.com)**  
**Email : [tpddl@tatapower-ddl.com](mailto:tpddl@tatapower-ddl.com)**  
**Tel : 66112222 Fax : 27468042**

**TATA POWER DELHI DISTRIBUTION LIMITED**

(A Tata Power and Delhi Government Joint Venture)

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

**Compliance of Standards of Performance**

S-1

Name of Discom: TPDDL  
 Period of Report: May 2014  
 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		9473	9433	40	40	0	
Service line snapped from the pole	Within six hours for Urban areas Within twelve hours for Rural areas		2740	2735	5	5	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	2599	2597	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. 100 for each day of default	7561	7548	13	13	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. 200 for each day of default	1199	1196	3	3	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. 50 for each day of default	30	30	0	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 Rectification to be completed within fifteen days	Rs. 500 for each day of default per day	5972	5956	16	16	0	
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	42	42	0	0	0	
Total			7625	7340	285	285	0	
Local problem			37241	36877	364	364	0	
Tap of transformer	Within four hours		7	7	0	0	0	
Repair of distribution line / transformer / capacitor	Within three days	Rs. 50 for each day of default	0	0	0	0	0	
Installation and Up-gradation of HT / LT System	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0	
TOTAL	Within ninety days		0	0	0	0	0	

MIS reference letter No. NDP/LCC/M3 dated July 18, 2008



**Compliance of Standards of Performance**

Annexure S-2

Name of Discom **TPDDL**  
 Period of Report **May 2014**  
 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 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	63	373	355	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	6	5	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	61	1,027	1,042	11	11	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	121	1,001	936	3	1	2
<b>Overall Result</b>		<b>245</b>	<b>2,407</b>	<b>2,338</b>	<b>14</b>	<b>12</b>	<b>2</b>

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



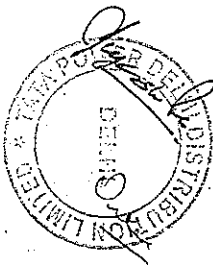
**Compliance of Standards of Performance**

Annexure S-3-a

Name of Discom **TPDDL**  
 Period of Report **May 2014**  
 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
Badli	58	627	620	0	0	0
Bawana	173	846	801	0	0	0
Civil lines	60	371	316	0	0	0
Lawrance road	86	400	439	0	0	0
Mangol puri	143	1,320	1,331	0	0	0
Model town	43	478	370	0	0	0
Moti nagar	75	616	579	0	0	0
Narela	88	694	651	1	1	0
Pitarn pura	91	522	513	0	0	0
Rohini	81	739	723	3	1	2
Shakti nagar	48	376	314	0	0	0
Shallmar bagh	169	1,494	1,393	5	4	1
<b>Total</b>	<b>1,115</b>	<b>8,483</b>	<b>8,050</b>	<b>9</b>	<b>6</b>	<b>3</b>

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



## Compliance of Standards of Performance

Annexure S-3-b

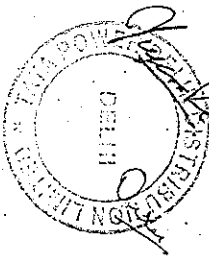
Name of Discom  
Period of ReportTPDDL  
May

2014

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
Badi	8	24	28	0	0	0
Bawana	13	56	48	1	1	0
Civil lines	1	32	31	0	0	0
Lawrance road	2	19	17	0	0	0
Mangol puri	5	41	41	0	0	0
Model town	5	34	31	0	0	0
Moti nagar	4	48	41	0	0	0
Narela	11	54	57	0	0	0
Pitam pura	1	25	20	0	0	0
Rohini	8	49	51	0	0	0
Shakti nagar	2	20	19	0	0	0
Shalimar bagh	4	56	50	0	0	0
<b>Total</b>	<b>64</b>	<b>458</b>	<b>434</b>	<b>1</b>	<b>1</b>	<b>0</b>

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



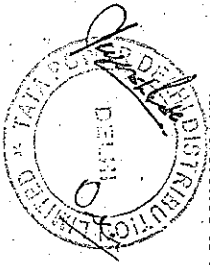
**Compliance of Standards of Performance**

Annexure S-4

Name of Discom **TPDDL**  
 Period of Report **May 2014**  
**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	
				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	1,050	248	535	8	7	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
<b>Total</b>		<b>1,050</b>	<b>248</b>	<b>535</b>	<b>8</b>	<b>7</b>	<b>1</b>

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



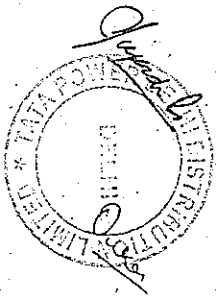
**Compliance of Standards of Performance**

Annexure S-5

Name of Discom **TPDDL**  
 Period of Report **May 2014**  
 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	24	152	154	0	0	0
Bawana	30	112	129	0	0	0
Civil lines	22	114	111	0	0	0
Lawrance road	10	84	89	0	0	0
Mangol puri	47	185	209	0	0	0
Model town	30	104	111	0	0	0
Moti nagar	39	121	133	0	0	0
Narela	30	109	115	0	0	0
Pitam pura	39	134	145	0	0	0
Rohini	83	259	285	0	0	0
Shakti nagar	21	68	73	0	0	0
Shalimar bagh	66	222	234	0	0	0
<b>Total</b>	<b>441</b>	<b>1,664</b>	<b>1,779</b>	<b>0</b>	<b>0</b>	<b>0</b>

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



## Compliance of Standards of Performance

Annexure S-6

Name of Discom

TPDDL

May

2014

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
Badli	4	37	37	0	0	0
Bawana	3	109	111	0	0	0
Civil lines	3	20	21	0	0	0
Lawrance road	1	37	37	0	0	0
Mangol puri	4	70	72	0	0	0
Model town	0	8	7	0	0	0
Moti nagar	4	41	42	0	0	0
Narela	1	45	46	0	0	0
Pitam pura	4	25	26	0	0	0
Rohini	3	47	48	0	0	0
Shakti nagar	2	36	38	0	0	0
Shalimar bagh	2	34	34	0	0	0
<b>Total</b>	<b>31</b>	<b>509</b>	<b>519</b>	<b>0</b>	<b>0</b>	<b>0</b>

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





**Compliance of Standards of Performance**

S-7

TPDDL

May

2014

Name of Discom  
Period of Report

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	7	12	15	0
Bawana	4	15	13	0
Civil lines	2	9	11	0
Lawrance road	4	22	24	0
Mangol puri	6	36	36	0
Model town	4	8	9	0
Moti nagar	11	23	26	0
Narela	3	14	17	0
Pitarn pura	5	12	13	0
Rohini	6	21	23	0
Shakti nagar	7	28	29	0
Shallinar bagh	12	23	25	0
<b>Total</b>	<b>71</b>	<b>223</b>	<b>241</b>	<b>0</b>

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



Compliance of Standards of Performance

Name of Discom  
Period of Report

TPDDL  
May

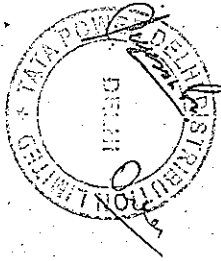
2014

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
<b>Complaints: about consumer's bills</b>							
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	2	36	30	0	0	0
<b>Issues relating to disconnection/ reconnection of supply</b>							
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.	35	1,450	1,435	5	5	0
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	201	1,731	1,750	32	31	1
Overall Result		238	3,217	3,215	37	36	1

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



**Compliance of Standards of Performance**

**Annexure S-9**

Name of Discom **TPDDL**  
 Period of Report **May 2014**  
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7011	0
Provisional Billing	For not more than two billing cycles	10801	1
Provisional Bills generated for PL cases**		3123*	

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

