



**TATA POWER-DDL**

TPDDL/Regulatory/181  
September 22, 2015

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

**Sub: MIS Reports for August-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 August-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

 **Encl:** As stated above.

**Compliance of Standards of Performance**

S-1

Name of Discom		TPDDL		2015					
Period of Report		Aug							
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		
		Rs. 50 for each day of default	Rs. 100 for each day of default		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			19396	19169	227	206	21	
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas			5618	5596	22	20	2	
Service line snapped from the pole	Within twelve hours for Rural areas Temporary Supply to be restored within four hours from alternate source, wherever feasible.			13961	13654	307	307	0	
Fault in distribution line/system	Recification of fault and thereafter Restoration of normal power supply within twelve hours			5061	5056	5	5	0	
Distribution transformer failed/durnt	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.	Rs. 100 for each day of default		2642	2631	11	11	0	
HT mains failed	Recification of fault within twelve hours			12606	12565	41	41	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		3	3	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. Recification action plan to be intimated to the Commission within seventy two hours Recification to be completed within fifteen days	Rs. 500 for each day of default per day		0	0	0	0	0	
Street light faults	Recification within seventy two hours	Rs. 50 for each day of default		9314	8951	363	363	0	
<b>Total</b>				<b>68694</b>	<b>67718</b>	<b>976</b>	<b>953</b>	<b>23</b>	
Local Problem	Within four hours	Rs. 50 for each day of default		6	6	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	Rs. 100 for each day of default		0	0	0	0	0	
Installation and Up-gradation of HT / LT System	Within ninety days			0	0	0	0	0	
<b>Total</b>				<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	

\* With reference to Letter No. NDP/UCM3 dated July 18, 2008

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**Compliance of Standards of Performance**

**Annexure S-2**

Name of Discom **TPDDL**  
 Period of Report **Aug 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	393	1,071	1,183	1	1	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	1	2	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	62	1,072	964	41	36	5
Replacement of Defective Meter	Within fifteen days of receipt of complaint	149	1,092	883	1	1	0
<b>Overall Result</b>		<b>605</b>	<b>3,236</b>	<b>3,032</b>	<b>43</b>	<b>38</b>	<b>5</b>

\* 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** Aug 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	105	506	473	1	0	1
Bawana	296	725	725	7	6	1
Civil lines	162	364	365	0	0	0
Keshavpuram	70	321	315	0	0	0
Mangol puri	381	1,398	1,441	0	0	0
Model town	125	408	418	0	0	0
Moti nagar	170	619	622	0	0	0
Narela	264	626	620	4	4	0
Pitam pura	160	456	445	0	0	0
Rohini	330	570	658	0	0	0
Shakti nagar	220	401	531	0	0	0
Shalimar bagh	632	1,300	1,106	37	33	4
<b>Total</b>	<b>2,915</b>	<b>7,694</b>	<b>7,719</b>	<b>49</b>	<b>43</b>	<b>6</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 TPDDL  
 Period of Report Aug 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	4	13	12	0	0	0
Bawana	18	39	41	0	0	0
Civil lines	4	10	9	0	0	0
Keshavpuram	9	8	15	0	0	0
Mangol puri	2	14	12	0	0	0
Model town	4	10	10	1	1	0
Moti nagar	7	15	17	0	0	0
Narela	4	23	19	0	0	0
Pitam pura	8	13	16	0	0	0
Rohini	1	14	14	0	0	0
Shakti nagar	2	8	8	0	0	0
Shalimar bagh	6	12	15	0	0	0
<b>Total</b>	<b>69</b>	<b>179</b>	<b>188</b>	<b>1</b>	<b>1</b>	<b>0</b>

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

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**Compliance of Standards of Performance**

Annexure S-4

Name of Discom **TPDDL**  
 Period of Report **Aug 2015**  
**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	1,289	291	539	23	19	4
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>1,289</b>	<b>291</b>	<b>539</b>	<b>23</b>	<b>19</b>	<b>4</b>

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

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## Compliance of Standards of Performance

Annexure S-6

Name of Discom

TPDDL

Period of Report

Aug

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
Badli	39	64	92	0	0	0
Bawana	84	126	122	0	0	0
Civil lines	5	21	21	0	0	0
Keshavpuram	0	46	41	0	0	0
Mangol puri	29	178	202	0	0	0
Model town	5	22	26	0	0	0
Moti nagar	13	52	58	0	0	0
Narela	45	62	89	0	0	0
Pitam pura	3	35	35	0	0	0
Rohini	33	44	54	0	0	0
Shakti nagar	5	32	37	0	0	0
Shalimar bagh	55	85	119	0	0	0
<b>Total</b>	<b>316</b>	<b>767</b>	<b>896</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

Name of Discom  
Period of Report

TPDDL  
Aug 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	4	13	15	0
Bawana	4	17	20	0
Civil lines	3	16	17	0
Keshavpuram	3	10	12	0
Mangol puri	6	44	45	0
Model town	3	15	16	0
Moti nagar	2	27	26	0
Narela	5	24	27	0
Pitam pura	3	14	15	0
Rohini	3	24	24	0
Shakti nagar	3	23	23	0
Shallimar bagh	5	27	28	0
<b>Total</b>	<b>44</b>	<b>254</b>	<b>268</b>	<b>0</b>

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

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Compliance of Standards of Performance

Annexure S-8

Name of Discom  
Period of Report

TPDDL  
Aug

2015

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	3	50	45	0	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.	114	1,386	1,401	10	10	0	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	130	1,519	1,308	30	30	0	0
<b>Overall Result</b>		<b>247</b>	<b>2,965</b>	<b>2,754</b>	<b>40</b>	<b>40</b>	<b>0</b>	<b>0</b>

\* 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  
 Period of Report  
 MIS Report on Billing

TPDDL  
 Aug

2015

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7883	0
Provisional Billing	For not more than two billing cycles	13687	0
Provisional Bills generated for PL cases**		3671	

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

