



TATA POWER-DDL

TPDDL/Regulatory/181
August 20, 2015

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

Sub: **MIS Reports for June-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 June-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**
 Period of Report **Jun**
 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	Rs. 50 for each day of default	15887	15471	216	216	0	
	Within eight hours for Rural areas		4949	4942	7	7	0	
	Within six hours for Urban areas		12308	12202	106	106	0	
Service line broken	Within twelve hours for Rural areas	Rs. 50 for each day of default	4450	4449	1	1	0	
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		2171	2170	1	1	0	
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 100 for each day of default	26	26	0	0	0	
	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible		7947	7943	4	4	0	
Distribution transformer failed/burnt	Replacement of failed transformer within forty eight hours	Rs. 200 for each day of default	24	24	0	0	0	
	Temporary restoration of power supply within four hours, wherever feasible.		0	0	0	0	0	
HT mains failed	Rectification of fault within twelve hours	Rs. 500 for each day of default per day	5902	5822	80	80	0	
	Restoration of supply from alternate source, wherever feasible within six hours		53464	53049	415	415	0	
Problem in grid (33 KV or 66 KV) substation	Restoration of supply from alternate source, wherever feasible	Rs. 50 for each day of default	14	14	0	0	0	
	Restoration of supply from alternate source, wherever feasible within six hours		0	0	0	0	0	
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible	Rs. 100 for each day of default	0	0	0	0	0	
	Rectification action plan to be intimated to the Commission within seventy two hours		0	0	0	0	0	
Street light faults	Rectification to be completed within fifteen days	Rs. 50 for each day of default	0	0	0	0	0	
	Rectification within seventy two hours		0	0	0	0	0	
Total	Street light faults	Rs. 50 for each day of default	14	14	0	0	0	
	Rectification within seventy two hours		0	0	0	0	0	
Total	Street light faults	Rs. 50 for each day of default	14	14	0	0	0	
	Rectification within seventy two hours		0	0	0	0	0	
Tap of transformer	Within four hours	Rs. 50 for each day of default	0	0	0	0	0	
	Within three days		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	
	Within ninety 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	
	Within ninety days		0	0	0	0	0	
Total			14	14	0	0	0	

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

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Compliance of Standards of Performance

Annexure S-2

Name of Discom TPDDL
 Period of Report Jun 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 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	109	816	652	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	7	4	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	74	1,182	1,146	40	38	2
Replacement of Defective Meter	Within fifteen days of receipt of complaint	186	1,051	914	0	0	0
Overall Result		369	3,056	2,716	40	38	2

* With reference to Letter No. NDP/LCCM/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 Jun 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
Badli	151	580	560	0	0	0
Bawana	214	711	680	2	2	0
Civil lines	138	453	403	0	0	0
Keshavpuram	109	377	399	0	0	0
Mangol puri	452	1,538	1,629	0	0	0
Model town	147	482	426	0	0	0
Moti nagar	196	534	446	0	0	0
Narela	326	769	787	3	1	2
Pitam pura	203	468	523	1	1	0
Rohini	302	667	827	0	0	0
Shakti nagar	144	396	368	0	0	0
Shalimar bagh	357	844	914	8	8	0
Total	2,739	7,819	7,962	14	12	2

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

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Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jun 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	5	19	18	0	0	0
Bawana	5	55	49	0	0	0
Civil lines	6	22	22	0	0	0
Keshavpuram	4	22	18	0	0	0
Mangol puri	1	25	20	0	0	0
Model town	1	16	15	0	0	0
Moti nagar	6	26	19	1	0	1
Narela	2	22	19	0	0	0
Pitam pura	6	30	27	0	0	0
Rohini	5	34	30	0	0	0
Shakti nagar	2	17	14	0	0	0
Shalimar bagh	2	24	21	0	0	0
Total	45	312	272	1	0	1

* With reference to Letter No. NDP/L/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 **Jun 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	1,246	337	274	5	4	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		1,246	337	274	5	4	1

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

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Compliance of Standards of Performance

Annexure S-5

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

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended to TPDDL	Not Attributable to TPDDL
			with in 2 billing cycles	above 2 billing cycles		
Badli	30	140	142	0	0	0
Bawana	28	129	139	0	0	0
Civil lines	15	104	107	0	0	0
Keshaypuram	16	93	88	0	0	0
Mangol puri	44	250	270	0	0	0
Model town	5	109	102	0	0	0
Moti nagar	47	172	188	0	0	0
Narela	27	133	142	0	0	0
Pitam pura	31	145	156	0	0	0
Rohini	53	264	274	0	0	0
Shakti nagar	21	73	77	0	0	0
Shalimar bagh	65	199	221	0	0	0
Total	382	1,811	1,906	0	0	0

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

Compliance of Standards of Performance

Annexure S-6

TPDDL
Jun 2015

Name of Discom
Period of Report
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	1	54	51	0	0	0
Bawana	0	91	74	0	0	0
Civil lines	0	23	23	0	0	0
Keshavpuram	1	28	29	0	0	0
Mangol puri	0	121	107	0	0	0
Model town	1	18	18	0	0	0
Moti nagar	7	55	57	0	0	0
Narela	6	62	42	0	0	0
Pitam pura	6	33	37	0	0	0
Rohini	3	47	37	0	0	0
Shakti nagar	1	30	31	0	0	0
Shalimar bagh	0	63	51	0	0	0
Total	26	625	557	0	0	0

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

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Compliance of Standards of Performance

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TPDDL
Jun

2015

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	11	22	28	0
Bawana	7	12	15	0
Civil lines	2	11	11	0
Keshavpuram	2	19	19	0
Mangol puri	4	41	43	0
Model town	2	9	11	0
Moti nagar	8	30	31	0
Narela	4	20	23	0
Pitam pura	3	13	15	0
Rohini	5	29	29	0
Shakti nagar	1	39	39	0
Shalimar bagh	11	23	28	0
Total	60	268	292	0

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



Compliance of Standards of Performance

Annexure S-8

Name of Discom
Period of Report

TPDDL
Jun

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	
Complaints about consumer's bills								
Complaints on billing		Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.						
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.						
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						
Overall Result		189	2,891	2,850	40	40	0	0

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

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