

Compliance of Standards of Performance

S-1

Name of Discom: TPDDL
 Period of Report: Nov 2016
 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		5455	5439	16	0	16	
Service line snapped from the pole	Within six hours for Urban areas		1827	1827	0	0	0	
	Within twelve hours for Rural areas	Rs. 50 for each day of default	6612	6610	2	2	0	
Fault in distribution linesystem	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		2216	2216	0	0	0	
	Racification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 50 for each day of default	1900	1900	0	0	0	
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	33	33	0	0	0	
	Replacement of failed transformer within forty eight hours							
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible.		6453	6453	0	0	0	
	Racification of fault within twelve hours							
Problem in grid (33 KV or 66 KV) substation	Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	0	0	0	0	0	
	Roster load shedding may be carried out to avoid overloading of alternate source.							
Failure of Power Transformer	Repair and restoration of supply within forty eight hours within six hours							
	Restoration of supply from alternate source, wherever feasible	Rs. 500 for each day of default per day	0	0	0	0	0	
Street light faults	Roster load shedding may be carried out to avoid overloading of alternate source.							
	Racification to be completed within fifteen days	Rs. 50 for each day of default	5617	5672	45	45	0	
Total	Racification within seventy two hours		30013	29950	63	47	16	
Local problem	Within four hours		3	3	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			3	3	0	0	0	

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Nov 2016**
 MIS Report on Complaints about Meters*

Nature of Complaint	Standard	Opening pendency	Total Complaints received	Total complaints Attended		Complaints not attended within specified time limit	
				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	144	590	618	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	4	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	96	657	596	68	63	5
Replacement of Defective Meter	Within fifteen days of receipt of complaint	127	573	504	0	0	0
Overall Result		368	1,824	1,721	68	63	5

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

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom
Period of Report

TPDDL
Nov

2016

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 time limit	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	2	9	6	0	0	0
Bawana	9	21	14	0	0	0
Civil lines	0	9	6	0	0	0
Keshavpuram	2	3	5	0	0	0
Mangol puri	3	8	9	0	0	0
Model town	2	14	11	0	0	0
Moti nagar	3	9	10	0	0	0
Narela	3	12	15	0	0	0
Pitam pura	0	3	0	0	0	0
Rohini	2	7	6	0	0	0
Shakti nagar	0	13	11	0	0	0
Shalimar bagh	5	9	10	0	0	0
Total	31	117	103	0	0	0

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

Compliance of Standards of Performance

Annexure S-4

Name of Discom **TPDDL**
 Period of Report **Nov 2016**
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 time limit	
				within specified limit	above specified limit	Attributable to TPDDL	Not Attributable to TPDDL
Electrified Areas(extension of five poles line required)	Fifteen days	189	124	171	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	214	64	71	0	0	0
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	142	36	24	2	2	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	46	1	34	0	0	0
Total		591	225	300	2	2	0

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

Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Nov 2016**
 MIS Report on Transfer of Ownership/Change of Consumer's connection*

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified time limit	
			with in 2 billing cycles	above 2 billing cycles	Attributable to TPDDL	Not Attributable to TPDDL
Badli	19	118	131	0	0	0
Bawana	16	115	119	0	0	0
Civil lines	16	54	67	0	0	0
Keshavpuram	17	89	103	0	0	0
Mangol puri	18	230	244	0	0	0
Model town	6	91	96	0	0	0
Moti nagar	22	123	144	0	0	0
Narela	19	121	138	0	0	0
Pitam pura	12	120	129	0	0	0
Rohini	25	253	278	0	0	0
Shakti nagar	7	59	65	0	0	0
Shalimar bagh	28	259	283	0	0	0
Total	205	1,632	1,797	0	0	0

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

Compliance of Standards of Performance

Annexure S-6

Name of Discom
Period of Report

TPDDL
Nov

2016

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 time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	4	23	24	0	0	0
Bawana	4	36	40	0	0	0
Civil lines	7	6	11	0	0	0
Keshavpuram	4	17	20	0	0	0
Mangol puri	6	24	29	0	0	0
Model town	0	8	8	0	0	0
Moti nagar	7	10	15	0	0	0
Narela	2	27	28	0	0	0
Pitam pura	2	11	10	0	0	0
Rohini	8	14	22	0	0	0
Shakti nagar	5	16	21	0	0	0
Shalimar bagh	4	9	10	0	0	0
Total	53	201	238	0	0	0

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

Compliance of Standards of Performance

Annexure S-7

Name of Discom

TPDDL
Nov

2016

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		Requests not attended within specified time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	3	9	12	0	0	0
Bawana	3	13	16	0	0	0
Civil lines	4	20	24	0	0	0
Keshavpuram	0	3	3	0	0	0
Mangol puri	3	23	26	0	0	0
Model town	17	39	56	0	0	0
Moti nagar	1	22	23	0	0	0
Narela	4	15	18	0	0	0
Pitam pura	2	14	16	0	0	0
Rohini	2	10	12	0	0	0
Shakti nagar	1	5	6	0	0	0
Shalimar bagh	1	24	22	0	0	0
Total	41	197	234	0	0	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discom **TPDDL**
 Period of Report **Nov 2016**

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.	42	377	392	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.	37	1,916	1,908	5	5	0
Consumer waiting 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	329	1,026	1,067	44	43	1
Overall Result			408	3,319	3,367	49	48	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
 Period of Report
 MIS Report on Billing

TPDDL
 Nov

2016

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8215	0
Provisional Billing	For not more than two billing cycles	13727	0
Provisional Bills generated for PL cases**		2412	

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