

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		2017		Complaints Attended		Complaints not attended within specified time limit	
Period of Report		Jan							
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		Net Attributable to TPDDL	Net Attributable to TPDDL
				within specified time limit	above specified time limit	Attributable to TPDDL	Attributable to TPDDL		
Fuse blown out or MCB tripped	Within three hours for Urban areas Within eight hours for Rural areas	Rs. 50 for each day of default	3101	3101	0	0	0	0	0
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas	Rs. 50 for each day of default	3101	3101	0	0	0	0	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. 100 for each day of default	52	52	0	0	0	0	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.	Rs. 200 for each day of default	8149	8143	6	6	0	0	0
Distribution transformer failed/burnt	Rectification of fault within twelve hours	Rs. 200 for each day of default	17	17	0	0	0	0	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.	Rs. 500 for each day of default per day	0	0	0	0	0	0	0
Problem in grid (33 KV or 66 KV) substation	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.	Rs. 50 for each day of default	7739	7701	38	38	0	0	0
Failure of Power Transformer	Rectification to be completed within fifteen days within seventy two hours	Rs. 50 for each day of default	36770	36695	75	73	2	0	0
Street light faults	Rectification within two hours	Rs. 50 for each day of default	4	4	0	0	0	0	0
Total	Within four hours Within three days	Rs. 50 for each day of default	4	4	0	0	0	0	0
Local problem	Within three days	Rs. 50 for each day of default	0	0	0	0	0	0	0
Tpo of transformer	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0	0	0
Repair of distribution line	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0	0	0
Transformer / capacitor installation and Up-gradation of HT / LT System	Within ninety days	Rs. 100 for each day of default	4	4	0	0	0	0	0
Total			4	4	0	0	0	0	0

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

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Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Jan 2017**
 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 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	57	259	219	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	2	1	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	45	668	542	22	19	3
Replacement of Defective Meter	Within fifteen days of receipt of complaint	66	462	406	0	0	0
Overall Result		168	1,391	1,168	22	19	3

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

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Annexure S-3-a

Name of Discom TPDDL
Period of Report Jan 2017
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	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	55	389	351	0	0	0
Bawana	128	487	426	2	2	0
Civil lines	26	263	231	0	0	0
Keshavpuram	22	209	193	0	0	0
Mangol puri	86	879	813	0	0	0
Model town	30	287	247	0	0	0
Moti nagar	39	348	295	0	0	0
Narela	64	465	385	1	1	0
Pitam pura	32	266	249	0	0	0
Rohini	87	477	469	0	0	0
Shakti nagar	21	202	194	0	0	0
Shalimar bagh	144	1,358	1,269	0	0	0
Total	734	5,630	5,122	3	3	0

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



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Annexure S-3-b

Name of Discom TPDDL
 Period of Report Jan 2017
 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	1	9	5	0	0	0
Bawana	12	30	17	0	0	0
Civil lines	2	8	6	0	0	0
Keshavpuram	0	7	3	0	0	0
Mangol puri	3	9	10	0	0	0
Model town	3	2	5	0	0	0
Moti nagar	2	8	6	0	0	0
Narela	3	13	11	0	0	0
Pitam pura	1	7	5	0	0	0
Rohini	1	5	4	0	0	0
Shakti nagar	0	4	3	0	0	0
Shalimar bagh	3	11	11	0	0	0
Total	31	113	86	0	0	0

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

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Annexure S-4

TPDDL
Jan 2017

Name of Discom
Period of Report
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	198	120	136	1	0	1
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	178	62	77	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	131	21	33	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	12	1	4	0	0	0
Total		519	204	250	1	0	1

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

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Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Jan 2017**
 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	18	234	251	0	0	0
Bawana	33	166	187	0	0	0
Civil lines	19	106	125	0	0	0
Keshavpuram	12	113	119	0	0	0
Mangol puri	23	280	299	0	0	0
Model town	9	138	143	0	0	0
Moti nagar	21	178	195	0	0	0
Narela	42	174	213	0	0	0
Pitam pura	13	163	174	0	0	0
Rohini	29	358	381	0	0	0
Shakti nagar	11	73	84	0	0	0
Shalimar bagh	33	337	366	0	0	0
Total	263	2,320	2,537	0	0	0

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

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Annexure S-6

TPDDL
Jan

2017

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 time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badi	0	54	43	0	0	0
Bawana	0	69	68	0	0	0
Civil lines	1	13	13	0	0	0
Keshavpuram	4	31	32	1	1	0
Mangol puri	4	56	58	0	0	0
Model town	0	6	6	0	0	0
Moti nagar	3	15	15	0	0	0
Narela	4	38	41	0	0	0
Pitam pura	2	14	14	1	1	0
Rohini	2	24	23	0	0	0
Shakti nagar	1	19	20	0	0	0
Shalimar bagh	2	18	16	0	0	0
Total	23	357	349	2	2	0

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

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Annexure S-7

Name of Discom **TPDDL**
 Period of Report **Jan 2017**

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
Badi	2	17	19	0	0	0
Bawana	1	19	19	0	0	0
Civil lines	6	20	26	0	0	0
Keshavpuram	3	8	11	0	0	0
Mangol puri	5	31	36	0	0	0
Model town	12	37	48	0	0	0
Model nagar	2	16	18	0	0	0
Moti nagar	2	10	12	0	0	0
Narela	2	16	18	0	0	0
Pitampura	2	19	21	0	0	0
Rohini	2	25	27	0	0	0
Shakti nagar	2	23	24	0	0	0
Shalimar bagh	1	23	24	0	0	0
Total	40	241	279	0	0	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discom
Period of Report

TPDDL
Jan

2017

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.	28	292	299	0	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.	71	1,807	1,813	8	8	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	276	910	942	14	14	0	0
Overall Result		375	3,009	3,054	22	22	0	0

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

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Annexure S-9

Name of Discom
 Period of Report
 MIS Report on Billing

TPDDL
 Jan

2017

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	5409	1
Provisional Billing	For not more than two billing cycles	8233	0
Provisional Bills generated for PL cases**		2621	

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