



**TATAPOWER-DDL**

TPDDL/Regulatory/181

Sep 25, 2017

Office of the HoD-Regulatory

**The Secretary,**

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

**Sub: MIS Reports for August-17 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.**

Sir,

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 Aug-17** 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 K. Sinha**  
HoD-Regulatory

*Vansh*

**Encl:** As stated above.

**Compliance of Standards of Performance** S-1

Name of Discom: **TPDDL** 2017  
 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	
				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		12301	12282	19	13	6
Service line broken	Within six hours for Urban areas		3981	3981	0	0	0
Service line snapped from the pole	Within twelve hours for Rural areas		9578	9578	0	0	0
Fault in distribution line/system	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Recification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 50 for each day of default	3296	3296	0	0	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. Recification of fault within twelve hours	Rs. 100 for each day of default	102	102	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. Repair and restoration of supply within forty eight hours Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	16882	16882	0	0	0
Problem in grid (33 kV or 66 kV) substation	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		20	20	0	0	0
Failure of Power Transformer	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 twenty 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	10943	10911	32	32	0
<b>Total</b>			<b>63497</b>	<b>63446</b>	<b>51</b>	<b>45</b>	<b>5</b>
Local problem	Within four hours		1	1	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
<b>Total</b>			<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**Compliance of Standards of Performance** Annexure S-2

Name of Discom **TPDDL** 2017  
 Period of Report **Aug**  
 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	143	1,030	972	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	5	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	107	997	886	30	23	7
Replacement of Defective Meter	Within fifteen days of receipt of complaint	120	773	709	1	1	0
<b>Overall Result</b>		<b>-370</b>	<b>2,805</b>	<b>2,572</b>	<b>31</b>	<b>24</b>	<b>7</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 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
Badi	119	514	502	0	0	0
Bawana	174	605	550	2	1	1
Civil lines	64	308	289	0	0	0
Keshavpuram	76	257	294	0	0	0
Mangol puri	173	1,203	1,097	0	0	0
Model town	81	303	317	0	0	0
Moti nagar	78	377	368	0	0	0
Narela	171	573	545	0	0	0
Pitam pura	70	397	393	0	0	0
Rohini	109	546	501	0	0	0
Shakti nagar	49	281	290	0	0	0
Shalimar bagh	304	1,423	1,428	0	0	0
<b>Total</b>	<b>1,468</b>	<b>6,787</b>	<b>6,574</b>	<b>2</b>	<b>1</b>	<b>1</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-b

Name of Discom **TPDDL**      Period of Report **Aug 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	3	22	21	0	0	0
Bawana	8	30	35	0	0	0
Civil lines	3	21	18	0	0	0
Keshavpuram	4	9	11	0	0	0
Mangol puri	4	16	20	0	0	0
Model town	3	28	28	0	0	0
Moti nagar	5	16	19	0	0	0
Narela	1	18	9	0	0	0
Pitam pura	7	10	11	0	0	0
Rohini	0	22	18	0	0	0
Shakti nagar	1	13	11	0	0	0
Shalimar bagh	1	34	31	0	0	0
<b>Total</b>	<b>40</b>	<b>239</b>	<b>232</b>	<b>0</b>	<b>0</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 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	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
				TPDDL	Aug	TPDDL	TPDDL
Electrified Areas(extension of five poles line required)	Fifteen days	317	168	244	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	205	52	68	1	1	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	101	29	17	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	4	0	0	0	0	0
<b>Total</b>		<b>627</b>	<b>249</b>	<b>329</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-5

Name of Discom **TPDDL**  
 Period of Report **Aug 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	28	200	222	0	0	0
Bawana	18	174	185	0	0	0
Civil lines	16	110	125	0	0	0
Keshavpuram	25	135	158	0	0	0
Mangol puri	13	270	281	0	0	0
Model town	19	131	144	0	0	0
Moti nagar	27	175	200	0	0	0
Narela	20	162	174	0	0	0
Pitam pura	9	174	180	0	0	0
Rohini	22	351	372	0	0	0
Shakti nagar	9	107	116	0	0	0
Shalimar bagh	20	281	298	0	0	0
<b>Total</b>	<b>226</b>	<b>2,270</b>	<b>2,455</b>	<b>0</b>	<b>0</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-6

Name of Discom  
Period of Report

TPDDL  
Aug

2017

**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	2	25	26	0	0	0
Bawana	0	36	36	0	0	0
Civil lines	1	7	8	0	0	0
Keshavpuram	0	25	25	0	0	0
Mangol puri	2	34	36	0	0	0
Model town	0	12	12	0	0	0
Moti nagar	3	27	30	0	0	0
Narela	0	32	32	0	0	0
Pitam pura	3	8	11	0	0	0
Rohini	1	22	23	0	0	0
Shakti nagar	0	13	13	0	0	0
Shalimar bagh	1	17	18	0	0	0
<b>Total</b>	<b>13</b>	<b>258</b>	<b>270</b>	<b>0</b>	<b>0</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-7

Name of Discom  
Period of Report

TPDDL  
Aug

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
Badli	1	14	15	0	0	0
Bawana	5	18	23	0	0	0
Civil lines	2	47	49	0	0	0
Keshavpuram	0	8	8	0	0	0
Mangol puri	0	33	33	0	0	0
Model town	3	27	30	0	0	0
Moti nagar	1	10	11	0	0	0
Narela	2	17	18	0	0	0
Pitam pura	0	8	8	0	0	0
Rohini	4	27	31	0	0	0
Shakti nagar	2	25	27	0	0	0
Shalimar bagh	4	30	34	0	0	0
<b>Total</b>	<b>24</b>	<b>264</b>	<b>287</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

*for*

**Compliance of Standards of Performance**

Annexure S-8

Name of Discom  
Period of Report

TPDDL  
Aug.

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
<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.	57	646	648	1	1	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.	64	1,980	1,918	6	5	1
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	262	1,300	1,316	8	6	2
<b>Overall Result</b>		<b>383</b>	<b>3,926</b>	<b>3,882</b>	<b>15</b>	<b>12</b>	<b>3</b>

\* With reference to Letter No. NDPL/CCM/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

2017

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	9676	1
Provisional Billing	For not more than two billing cycles	11095	0
Provisional Bills generated for PL cases**		1309	

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

*for*