



TATA POWER-DDL

TPDDL/Regulatory/181
April 12, 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 Feb-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 February-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 Kumar Sinha
HoD-Regulatory

Encl: As stated above.

Compliance of Standards of Performance

S-1

Name of Discom Period of Report MIS Report on Restoration of Power Supply & Quality of Power Supply	TPDDL 2017 Feb	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 six hours for Rural areas			6341	6330	11	7	4
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas			2404	2404	0	0	0
Service line snapped from the pole	Temporary Supply to be restored within four hours from alternate source, wherever feasible.			5245	5243	2	2	0
Fault in distribution line/system	Recification of fault and thereafter Restoration of normal power supply within twelve hours		Rs. 50 for each day of default	2274	2273	1	1	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	3118	3118	0	0	0
HT mains failed	Replacement of failed transformer within forty eight hours wherever feasible. Recification of fault within twelve hours			55	55	0	0	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			7256	7249	7	7	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. 200 for each day of default	8	8	0	0	0
Street light faults	Recification within seventy two hours		Rs. 500 for each day of default per day	0	0	0	0	0
Total				8320	8314	6	6	0
Local problem	Within four hours			35021	34994	27	23	4
Tap of transformer	Within three days			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			0	0	0	0	0
Total				0	0	0	0	0

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom
Period of Report
MIS Report on Complaints about Meters*

TPDDL
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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	88	386	381	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	2	0	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	60	577	503	29	28	1
Replacement of Defective Meter	Within fifteen days of receipt of complaint	88	370	352	0	0	0
Overall Result		238	1,333	1,238	29	28	1

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



Compliance of Standards of Performance

Annexure S-3-a

Name of Discom
Period of Report

TPDDL
Feb

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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	53	436	346	0	0	0
Bawana	119	486	341	2	2	0
Civil lines	29	246	211	0	0	0
Keshavpuram	24	214	174	0	0	0
Mangol puri	63	854	704	0	0	0
Model town	40	192	169	0	0	0
Moti nagar	50	374	287	0	0	0
Narela	90	547	471	1	1	0
Pitam pura	20	296	210	0	0	0
Rohini	51	436	360	0	0	0
Shakti nagar	10	191	156	0	0	0
Shalimar bagh	109	1,148	977	1	0	1
Total	658	5,420	4,406	4	3	1

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

Compliance of Standards of Performance

Annexure S-4

TPDDL
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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	157	84	101	1	1	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	189	39	47	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	124	12	21	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	8	1	0	0	0	0
Total		478	136	169	1	1	0

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

Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Feb 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	14	168	179	0	0	0
Bawana	38	128	162	0	0	0
Civil lines	9	79	85	0	0	0
Keshavpuram	18	102	118	0	0	0
Mangol puri	22	272	292	0	0	0
Model town	10	121	128	0	0	0
Moti nagar	30	149	178	0	0	0
Narela	21	160	179	0	0	0
Pitam pura	22	139	159	0	0	0
Rohini	23	253	273	0	0	0
Shakti nagar	8	94	101	0	0	0
Shalimar bagh	30	247	275	0	0	0
Total	245	1,912	2,129	0	0	0

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

Compliance of Standards of Performance

Annexure S-6

TPDDL
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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
Badli	12	26	38	0	0	0
Bawana	2	51	53	0	0	0
Civil lines	2	10	12	0	0	0
Keshavpuram	2	29	28	0	0	0
Mangol puri	2	34	30	0	0	0
Model town	0	8	8	0	0	0
Moti nagar	3	14	14	2	0	2
Narela	2	34	33	1	1	0
Pitam pura	1	13	13	0	0	0
Rohini	3	23	26	0	0	0
Shakti nagar	3	16	18	0	0	0
Shalimar bagh	5	17	22	0	0	0
Total	37	275	295	3	1	2

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

Compliance of Standards of Performance

Annexure S-7

TPDDL
Feb 2017

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		Requests not attended within specified time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	0	17	17	0	0	0
Bawana	3	19	22	0	0	0
Civil lines	1	12	13	0	0	0
Keshavpuram	0	17	17	0	0	0
Mangol puri	2	32	32	0	0	0
Model town	5	38	43	0	0	0
Moti nagar	7	20	27	0	0	0
Narela	1	12	13	0	0	0
Pitam pura	0	14	14	0	0	0
Rohini	1	19	20	0	0	0
Shakti nagar	3	19	22	0	0	0
Shalimar bagh	1	16	17	0	0	0
Total	24	235	257	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
Period of Report

TPDDL
Feb

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.	30	290	288	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.	60	1,657	1,663	5	4	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.	249	1,058	1,063	5	5	0
Overall Result		339	3,005	3,014	10	9	1

* With reference to Letter No. NDPL/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
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Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	6065	1
Provisional Billing	For not more than two billing cycles	8808	0
Provisional Bills generated for PL cases**		1820	

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