

Format I

**Fatal and non-fatal accident report**

Name of Company      TATA Power-DDL  
Period of Report      July  
Year                      2018

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	2	0	2	0	1	4	0	3

FH-Fatal Human  
NFH-Non Fatal Human  
FA-Fatal Animal

## Action taken report for safety measures complied for the accidents occurred

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Sl.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CE/EI/ AEI	Remedies suggested by CE/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Factory No. 1536 D- Block, DSII DC Narela Victim: Sh. Mahipal Singh S/O Sh. Hemraj Singh Kishore S/O Sh Ram Bharose	11.07.2018	Non Fatal	A complaint was received by zonal breakdown team on 11.07.2018 at around 17:30 hrs that there is no power supply in D block industrial area of DSII DC Narela. When our zonal shift officer along with his team reached at site for 11 KV line patrolling, they found that the supply was affected from DSII DC-2 grid since the boom of hydra crane had touched the TPDDL 11 KV O/H network during lifting/shifting of machines in factory no. 1536 D-Block DSII DC Narela. Consumer had not given any advance intimation to TPDDL for such type of work. Public later informed zonal shift officer that two labourers were also electrocuted who held the machine when the boom touched the 11 KV overhead lines. They also informed that the victims were admitted in nearby Raja Harish Chanda Hospital Narela by the factory owner/ in charge.	Not shared	Not applicable	Not applicable	Public awareness to be increased through Nukkad Natak etc.	Not applicable
2	H No-324 GF, Pocket-6 Sector-2, Rohini, Delhi Victim: Kartik S/O Sh Pawan Parik	16.07.2018	Fatal	On dated 16.07.2018 at around 17 hrs, a message was received by TPDDL at Zone-551 that someone got electrocuted in Sector-2 Rohini. Zonal team immediately moved in sector-2 and observed that some people were gathered on road in front of mentioned premises at around 17:20 hrs. Our zonal officer captured the facts at site and found that H.no 324 GF Shop , ANANDA DAIRY was taking the supply through temporary wires from CA no-60016688784 meter no- 41489302. These wires were going in shop from meter output wires. These wires were laid on Ground temporarily under stair case iron gate till MCB inside the shop in ANANDA Dairy. There was heavy rain when a boy from 3rd floor flat opened the iron door where insulation of temporary wiring of Ananda Dairy was damaged under the gate pressure. The boy touched the gate while crossing and got electrocuted. As gathered from site, police reached the site and the boy was taken to the Hospital where he was declared dead. We have disconnected the supply of Ananda Dairy CA no- no-60016688784 meter no- 41489302 from Busbar and served the notice of unsafe wiring notice on shop.	Not shared	Not applicable	Not applicable	Public awareness to be increased through Nukkad Natak etc.	Not applicable
3	House No. 2, Khasra No.13, Ground Floor, Block C, Swaroop Nagar, Delhi Victim: SH Sher Singh S/O Sh Late Jai Pal Ranga	20.07.2018	Fatal	A message was received from I/O Mr. Raj Mal to zonal breakdown team of Zone-503 that a fatal accident has occurred in C block Swaroop Nagar. Breakdown team immediately reached the site of the accident and enquired about the incident. It was informed that a person got electrocuted while closing the shutter of his shop. While checking the site of accident by the zonal team, it was found that a loose flexible wire (internal wiring of consumer) was coming out from the shop on ground floor in premises for a bulb holder installed outside the shop. The flexible wire, which was connected from inside the shop, was touching the shutter. It was also informed to the zonal team that the electricity supply of that wire was disconnected by the shop owners through local electricians after the accident occurred at night. The loose dead wire was disconnected and removed by our breakdown team. It seems that since this internal wiring of the consumer was coming from inside the shop and was touching the shutter of the shop and due to insulation failure in the flexible wire of the consumer, the victim got electric shock while closing the shutter.	Not shared	Not applicable	Not applicable	Public awareness to be increased through Nukkad Natak etc.	Not applicable

## Restoration of Power Supply

Name of Company  
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Service Area	Standard w.r.t AT&C losses			Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
1	2			3	4	5=3+4	6	7	8=6+7	9=5-8
Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	Within 3hrs	Within 4hrs	Within 6hr	0	42953	42953	42845	108	42953	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within 2hrs	Within 3hrs	Within 4hrs	0	17768	17768	17635	133	17768	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	279	279	279	0	279	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	13360	13360	13297	63	13360	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	674	674	674	0	674	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days			0	167	167	167	0	167	0

## Quality of Power Supply

Name of Company  
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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	Resolution Within 4hrs	0	9	9	9	0	9	0
Tap setting of transformer	Resolution Within 24hr	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/capacitor	Resolution Within 15 days	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/Low Tension System	Resolution within 90 days	0	0	0	0	0	0	0

## Complaint about meters

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	Within fifteen days of receipt of complaint	552	1203	1755	1196	0	1196	559
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	4	2	6	6	0	6	0
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	139	568	707	550	1	551	156
Complaint lodged for burnt meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter.Meter to be replaced within three days	121	862	983	870	35	905	78
Complaint lodged for stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days.	16	34	50	30	0	30	20



## Applications for New connections/Additional Load, where power supply requires extension of distribution system

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Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total	Complaints attended during the month			Balance complaint to be attended
				Complaint	Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1. Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.	210	152	362	152	37	189	362
2. Electrified Areas (Where extension of lines or augmentation of Distribution Transformation on capacity , where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.	93	60	153	45	2	47	153
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	176	43	219	18	4	22	219
4. Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note	112	17	129	10	2	12	127
5. Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note	21	20	41	0	0	0	41

## Connection in un-electrified areas

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un- Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) Availability of right of way & land, wherever required	1786	484	2270	441	0	441	1829
Un- Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Within 12 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) availability of right of way & land, wherever required.	0	0	0	0	0	0	0



## Transfer of Consumer's connection and conversion of services

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	473	2326	2799	2055	0	2055	744
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	25	1357	1382	1323	1	1324	58
Change of category	Change of category within 7 days of acceptance of application	77	271	348	206	29	235	113
In case connection is denied after receipt of payment against demand note		NA						
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent	By 31st May	0	0	0	0	0	0	0

## Complaints about consumer's bills, disconnection, reconnection of supply

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	108	761	869	775	0	775	94
Non-Payment of dues by the consumer		0	0	0	0	0	0	0
Request for reconnection	Licensee shall reconnect the consumer's installation within 24hrs of payment	25	1101	1126	1049	0	1049	77
Final bill for vacation of Premises / change of occupancy/ Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days from the date of disconnection.	217	1383	1600	1210	78	1288	312

## Failure of Distribution Transformer

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No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Number of distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
29923	9	29932	49	0.16

## Failure of Power Transformer

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No. of Power transformers at the beginning of the month	No. of Power transformers added during the month	Total number of Power transformers	Number of Power transformers failed	% Failure rate of Power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
202	-1	201	0	0

## Summary of Overall Standards of Performance

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Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time	Beyond specified time	
1	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be rectified within prescribed time limits under Schedule-1	42953	42845	108	99.75
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		17768	17635	133	99.25
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		279	279	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		13360	13297	63	99.53
(v)	Continuous scheduled power outages		674	674	0	100.00
(vi)	Replacement of burnt meter or stolen meter		167	167	0	100.00

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				Within Specified Time	Beyond specified time	
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	359	359	0	100
	Restoration of supply by 6:00 PM		359	358	1	99.72
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	14577	14556	21	99.86
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.193			
	SAIDI		0.205			
	CAIDI		1			
5	Frequency variation	To maintain supply frequency within range as per IEGC	0	0	0	-
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	0	0	0	-
7	Percentage billing mistakes	Shall not exceeding 0.2%	761	670	0	0.04

## Compensation Details

Name of Company TATA Power-DDL  
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Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity Connections		0	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation Required	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(iii)	Un-electrified Areas	1% of the amount deposited by developer/ applicants per day of default.	0	0	0	0	0
(iv)	Connection denied after receipt of payment against demand note	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(v)	Connection energized through loop	Rs. 500 per kW of sanctioned/contract demand	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default.	0	0	0	0	0
4	Notice for downward revision of load	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default.	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of meters	Rs.50 for each day of default	0	0	0	0	0

Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable (Rs.)	Amount of compensation paid in (Rs.)
8	Fault in street light maintained by the Licensee	Rs.75 for each day of default	0	0	0	0	0
9	Voltage fluctuations and complaints		0	0	0	0	0
(i)	Local problem	Rs. 50 for each day of default	0	0	0	0	0
(ii)	Tap setting of transformer	Rs. 25 for each day of default	0	0	0	0	0
(iii)	Repair of distribution line /transformer capacitor	Rs. 100 for each day of default	0	0	0	0	0
(iv)	Installation and up-gradation of HT/LT System		0	0	0	0	0
10	Power supply Failure	Rs. 10 per KW per hour of sanctioned or contract demand, as the case may be, subject to maximum of Rs. 200 per hour per consumer.	0	0	0	0	0
11	<b>Total</b>		0	0	0	0	0



**Format XV****Unauthorised Use of Electricity**

Name of Company           TATA Power-DDL  
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<b>No. of cases booked</b>	<b>No. of cases where UUE is established by the Licensee</b>	<b>No. of cases where appeal filed by the consumer before the Appellate Authority</b>	<b>No. of cases decided by the Appellate Authority in favour of the Licensee</b>	<b>No. of cases decided by the Appellate Authority in favour of the consumer</b>
16	45	2	0	0

**Theft of Electricity**

Name of Company            TATA Power-DDL  
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<b>No. of cases booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgement delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favour of Licensee</b>	<b>No. of cases decided by the Special Court in favour of consumer</b>
308	85	122	119	3