

Format I

Fatal and non-fatal accident report

Name of Company TATA Power-DDL
Period of Report July
Year 2019

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	0	0	0	0	0	1	0	0

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

Restoration of Power Supply

Name of Company TATA Power-DDL
 Period of Report July
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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	42002	42002	41988	14	42002	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	21511	21511	21496	15	21511	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	111	111	111	0	111	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	9903	9903	9900	3	9903	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	535	535	535	0	535	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	755	755	755	0	755	0

Quality of Power Supply

Name of Company
 Period of Report
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TATA Power-DDL
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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	0	0	0	0	0	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	638	1773	2411	1469	0	1469	942
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	1	5	6	4	0	4	2
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	131	682	813	642	0	642	171
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	34	351	385	340	9	349	36
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.	23	26	49	32	3	35	14

New connections/Additional Load, where power supply can be provided from existing network

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Description	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
Where no RoW or road cutting permission is required	Within 8 days from the acceptance of application	1887	8485	10372	8341	9	8350	2022
Where RoW or road cutting permission is required	Within 15 days from the acceptance of application	0	0	0	0	0	0	0

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.	154	204	358	214	3	217	141
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.	204	89	293	98	1	99	194
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	162	60	222	30	0	30	192
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	155	24	179	23	3	26	153
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	133	75	208	58	0	58	150

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	277	3808	4085	3794	1	3795	288
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	61	1252	1313	1225	0	1225	88
Change of category	Change of category within 7 days of acceptance of application	120	327	447	307	6	313	134
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.	114	895	1009	936	2	938	71
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	38	1656	1694	1633	0	1633	61
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.	495	2122	2617	2034	58	2092	525

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)%
30598	62	30660	38	0.12

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)%
205	0	205	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	42002	41988	14	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		21511	21496	15	99.93
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		111	111	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9903	9900	3	99.97
(v)	Continuous scheduled power outages		535	535	0	100.00
(vi)	Replacement of burnt meter or stolen meter		755	755	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	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	361	361	0	100
	Restoration of supply by 6:00 PM		361	359	2	99.45
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	15898	15850	48	99.70
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.239			
	SAIDI		0.166			
	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%	895	827	0	0.05

Compensation Details

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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
8	Fault in street light maintained by the Licensee	Rs.75 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.)
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	Total		0	0	0	0	0

Format XV**Unauthorised Use of Electricity**

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No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
45	34	1	0	0

Theft of Electricity

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No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer
341	78	53	52	1