

Format I

**Fatal and non-fatal accident report**

Name of Company      TATA Power-DDL  
Period of Report      June  
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	0	0	1	2	0	1

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/VE/ AEI	Remedies suggested by CE/VE//AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Opp. Sai Mandir, Alipur ,Delhi Victim: Sh. Rakesh Saini S/O Sh. Mahender Saini	01.06.2018	Fatal	Due to sudden heavy dust storm on 01.06.2018 at 20.00 hours, one idle Pole no. 511-12/10, where no network was connected, installed at Alipur Opp. Sai Mandir, under Zone 511 of Tata Power DDL broke from the bottom and fell on road. The fall of the pole in strong wind/storm up to 90 km/Hour unfortunately caused death of one sh. Rakesh Saini who was in close vicinity of the said pole. The fall of the pole was an act of force majeure/act of god/ bad weather which is not attributed to any negligence, act of omission on Tata Power DDL.	Not shared	Not applicable	Not applicable	Identification of such types of poles and further corrective actions	Not applicable
2	Khasra No. 143/853, Kanjhawala Industrial Area, Kanjhawala. Victim: Sh Indal S/O Sh Ram Ashre	03.06.2018	Fatal	On 3rd June 2018 at around 13:28 hrs a message was received by Zone 533 that a person got electrocuted in Kanjhwala Industrial Area on 100 foota road near Pani Factory. Zonal Shift Officer, immediately rushed at site. As per the information gathered from site, a person was doing white wash work near to HT line with temporary swing arrangement. During white wash that person came into acring zone of HT line and due to which he falls from that temporary swing arrangement. He was taken to nearby Savitri Hospital where he was declared dead at around 14.53 hours. This is a newly constructed premises and construction work is still on progress. Notice for unauthorized construction is served to the owner of premises for encroachment of ROW of TPDDL.	Not shared	Not applicable	Not applicable	Public awareness to be increased through Nukkad Natak etc.	Not applicable

## Restoration of Power Supply

Name of Company TATA Power-DDL  
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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	47579	47579	47541	38	47579	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	25667	25667	25499	168	25667	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	678	678	672	6	678	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	11021	11021	10973	48	11021	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	923	923	920	3	923	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	478	478	477	1	478	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	54	54	54	0	54	0
Tap setting of transformer	Resolution Within 24hr	0	0	0	0	0	0	0
Repair of Distribution Line/transform/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	308	1146	1454	902	0	902	552
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	0	6	6	2	0	2	4
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	93	580	673	534	0	534	139
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	91	1188	1279	1106	52	1158	121
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.	18	39	57	35	6	41	16



## 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.	189	77	266	98	22	120	146
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.	76	15	91	19	4	23	68
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	157	15	172	12	2	14	158
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	7	119	13	3	16	103
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	20	1	21	2	0	2	19

## 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	1624	459	2083	320	0	320	1763
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	466	2260	2726	2249	4	2253	473
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	40	1258	1298	1267	6	1273	25
Change of category	Change of category within 7 days of acceptance of application	79	308	387	293	17	310	77
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.	61	903	964	856	0	856	108
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	48	1505	1553	1528	0	1528	25
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.	201	2214	2415	2129	69	2198	217

## 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)%
29929	-6	29923	50	0.17

## 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	0	202	0	0

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
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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	47579	47541	38	99.92
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		25667	25499	168	99.35
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		678	672	6	99.12
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		11021	10973	48	99.56
(v)	Continuous scheduled power outages		923	920	3	99.67
(vi)	Replacement of burnt meter or stolen meter		478	477	1	99.79

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	279	279	0	100
	Restoration of supply by 6:00 PM		279	274	5	98.21
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	10481	10477	4	99.96
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.176			
	SAIDI		0.183			
	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%	903	798	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 in (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 in (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>
19	52	0	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>
278	52	20	19	1