



TATA POWER-DDL

TPDDL/Regulatory/181
Aug 10, 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 June-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 June-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

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Encl: As stated above.

Compliance of Standards of Performance

Name of Discom: TPDDL
 Period of Report: Jun 2017
 MIS Report on Restoration of Power Supply & Quality of Power Supply

S-1

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		19211	19161	50	50	0
Service line broken	Within six hours for Urban areas		6100	6100	0	0	0
Service line snapped from the pole	Within twelve hours for Rural areas		10720	10700	20	20	0
Fault in distribution line/system	Temporary: Supply to be restored within four hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 50 for each day of default	3780	3760	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	Rs. 100 for each day of default	10157	10157	0	0	0
HT mains failed	Temporary: restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours	Rs. 100 for each day of default	295	295	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.	Rs. 200 for each day of default	21008	21005	3	3	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. Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within twenty days	Rs. 500 for each day of default per day	2	2	0	0	0
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	10755	10699	56	56	0
Total			82008	81879	129	129	0
Local problem	Within four hours Within three days	Rs. 50 for each day of default	9	9	0	0	0
Tap of distribution line / transformer / capacitor	Within thirty days	Rs. 100 for each day of default	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
Total			9	9	0	0	0

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Jun 2017**
 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 sepcified time limit	above sepcified time limit	Attributable to TPDDL	Not Attributable to TPDDL
Testing of Meter - Fast	Within fifteen days of receipt of complaint	157	1,134	1,050	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	2	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	71	1,128	965	25	22	3
Replacement of Defective Meter	Within fifteen days of receipt of complaint	104	722	633	0	0	0
Overall Result		332	2,986	2,650	25	22	3

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

Compliance of Standards of Performance

Annexure S-3-a

TPDDL

Jun 2017

Name of Discom
Period of Report

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	100	578	420	0	0	0
Bawana	138	595	464	0	0	0
Civil lines	78	343	274	0	0	0
Keshavpuram	78	277	245	0	0	0
Mangol puri	190	1,245	1,001	0	0	0
Model town	55	332	268	0	0	0
Moti nagar	73	444	340	0	0	0
Narela	156	599	508	2	1	1
Pitam pura	68	365	281	0	0	0
Rohini	115	566	472	0	0	0
Shakti nagar	34	219	183	0	0	0
Shalimar bagh	209	1,213	1,032	0	0	0
Total	1,294	6,776	5,488	2	1	1

* 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
Period of Report

TPDDL
Jun

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	5	14	15	0	0	0
Bawana	6	27	24	1	1	0
Civil lines	2	23	23	0	0	0
Keshavpuram	0	8	6	0	0	0
Mangol puri	1	18	18	0	0	0
Model town	3	9	9	0	0	0
Moti nagar	4	17	17	0	0	0
Narela	3	31	29	0	0	0
Pitam pura	2	15	12	0	0	0
Rohini	1	17	17	0	0	0
Shakti nagar	0	12	11	0	0	0
Shalimar bagh	2	24	21	0	0	0
Total	29	215	202	1	1	0

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

Compliance of Standards of Performance

Name of Discom: **TPDDL** Annexure S-4
 Period of Report: **Jun 2017**
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	212	182	183	1	0	1
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	181	38	23	3	1	2
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	12	15	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	11	0	0	0	0	0
Total		505	232	221	4	1	3

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

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Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Jun 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	25	221	240	0	0	0
Bawana	23	137	155	0	0	0
Civil lines	9	143	143	0	0	0
Keshavpuram	16	122	134	0	0	0
Mangol puri	33	242	262	0	0	0
Model town	5	107	109	0	0	0
Moti nagar	17	184	191	0	0	0
Narela	11	181	178	0	0	0
Pitam pura	21	170	183	0	0	0
Rohini	24	303	324	0	0	0
Shakti nagar	5	93	92	0	0	0
Shalimar bagh	26	250	269	0	0	0
Total	215	2,153	2,280	0	0	0

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

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Annexure S-6

Name of Discom

Period of Report

MIS Report on Application for Load Reduction*

Standard : Load Reduction within 10 days of acceptance of application

TPDDL

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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	28	30	0	0	0
Bawana	3	28	31	0	0	0
Civil lines	1	12	13	0	0	0
Keshaypuram	0	13	13	0	0	0
Mangol puri	1	20	21	0	0	0
Model town	1	4	5	0	0	0
Moti nagar	2	12	13	0	0	0
Narela	0	23	23	0	0	0
Pitam pura	1	12	13	0	0	0
Rohini	2	15	17	0	0	0
Shakti nagar	1	13	14	0	0	0
Shalimar bagh	1	16	17	0	0	0
Total	15	196	210	0	0	0

* 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 **TPDDL**
 Period of Report **Jun 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	0	17	17	0	0	0
Bawana	3	14	17	0	0	0
Civil lines	1	18	19	0	0	0
Keshavpuram	2	17	18	0	0	0
Mangol puri	5	39	44	0	0	0
Model town	8	22	30	0	0	0
Moti nagar	0	8	8	0	0	0
Narela	5	18	23	0	0	0
Pitam pura	3	10	13	0	0	0
Rohini	1	12	13	0	0	0
Shakti nagar	1	15	16	0	0	0
Shalimar bagh	2	22	24	0	0	0
Total	31	212	242	0	0	0

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

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Annexure S-8

Name of Discom: TPDDL
 Period of Report: Jun 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 issues relating to disconnection/ reconnection of supply	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint	40	626	618	0	0	0
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.	75	1,205	1,172	17	16	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	296	1,066	1,020	32	30	2
Overall Result		411	2,997	2,810	49	46	3

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

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Annexure S-9

Name of Discom

TPDDL

Period of Report

Jun.

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MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	10305	1
Provisional Billing	For not more than two billing cycles	6794	1
Provisional Bills generated for PL cases**		911	

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

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