



TATA POWER-DDL

Office of the HoD-Regulatory

TPDDL/Regulatory/181

June 22, 2016

The Secretary,

Delhi Electricity Regulatory Commission

Viniyamak Bhawan, C- Block, Shivalik

Malviya Nagar

New Delhi-110017

Sub: MIS Reports for May-16 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 May-16** 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.

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

Corporate Office : NDPL House Hudson Lines Kingsway Camp Delhi - 110 009

Website : www.tatapower-ddl.com CIN No. : U40109DL2001PLC111526

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Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		Period of Report		May		2016	
MIS Report on Restoration of Power Supply & Quality of Power Supply		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	
Service Area	Standard	Compensation payable to consumer in case of violation of Standard		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 Within six hours for Urban areas	Rs. 50 for each day of default		19402	17928	1474	526	948	408
Service line broken	Within twelve hours for Rural areas Within six hours for Urban areas	Rs. 50 for each day of default		4958	4530	428	20	408	0
Service line snapped from the pole	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. 100 for each day of default		11140	10858	282	282	0	0
Fault in distribution lines/system	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		3047	3001	46	46	0	0
Distribution transformer failed/burnt	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours	Rs. 200 for each day of default		5311	5292	19	19	0	0
HT mains failed	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		131	131	0	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. 500 for each day of default per day		20462	20173	289	289	0	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 fifteen days	Rs. 50 for each day of default		35	35	0	0	0	0
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default		7668	7582	86	86	0	0
Total				72154	69530	2624	1268	1356	0
Local problem	Within four hours	Rs. 50 for each day of default		11	10	1	1	0	0
Tap of transformer	Within three days	Rs. 50 for each day of default		0	0	0	0	0	0
Repair of distribution line / transformer / capacitor	Within thirty days	Rs. 100 for each day of default		0	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	0
Total				11	10	1	1	0	0

- With reference to Letter No. NDP/CCM/3 dated July 18, 2008



Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **May 2016**
 MIS Report on Complaints about Meters*

Nature of Complaint	Standard	Opening pendency	Total Complaints received (B)	Total complaints Attended (C)		Complaints not attended within specified time limit (D)	
				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	43	497	394	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	6	4	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	47	1,117	995	30	26	4
Replacement of Defective Meter	Within fifteen days of receipt of complaint	95	841	684	0	0	0
Overall Result		185	2,461	2,077	30	26	4

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



Compliance of Standards of Performance

Annexure S-3-a

Name of Discom **TPDDL** 2016
 Period of Report **May**
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 (D)	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badi	95	712	616	0	0	0
Bawana	154	623	575	0	0	0
Civil lines	52	367	335	0	0	0
Keshavpuram	40	391	362	0	0	0
Mangol puri	151	1,406	1,260	0	0	0
Model town	59	395	384	0	0	0
Moti nagar	113	516	455	0	0	0
Narela	133	715	667	0	0	0
Pitampura	57	437	401	0	0	0
Rohini	120	743	650	0	0	0
Shakti nagar	77	376	374	0	0	0
Shalimar bagh	276	1,479	1,369	1	1	0
Total	1,327	8,160	7,448	1	1	0

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discom TPDDL
Period of Report May 2016
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	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	7	32	32	0	0	0
Bawana	10	68	53	0	0	0
Civil lines	1	32	27	0	0	0
Keshavpuram	1	18	13	0	0	0
Mangol puri	4	26	25	0	0	0
Model town	5	18	17	0	0	0
Moti nagar	7	39	34	0	0	0
Narela	7	28	32	0	0	0
Pitam pura	1	20	13	0	0	0
Rohini	1	29	22	0	0	0
Shakti nagar	5	18	19	0	0	0
Shalimar bagh	3	33	28	0	0	0
Total	52	361	315	0	0	0

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



Compliance of Standards of Performance

TPDDL

May

2016

Annexure S-4

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	
				within specified limit	above specified limit	Attributable to TPDDL	Not Attributable to TPDDL
Electrified Areas(extension of five poles line required)	Fifteen days	0	0	0	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	577	222	307	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	0	0	0	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	0	0	0	0	0	0
Total		577	222	307	0	0	0

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



Compliance of Standards of Performance

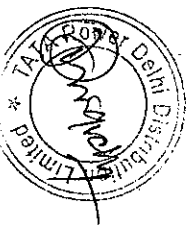
Annexure S-5

Name of Discorm **TPDDL**
 Period of Report **May 2016**
 MIS Report on Transfer of Ownership/Change of Consumer's connection*

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended within specified	
			with in 2 billing cycles	above 2 billing cycles	Attributable to TPDDL	Not Attributable to TPDDL
Badli	26	219	236	0	0	0
Bawana	19	167	177	0	0	0
Civil lines	12	102	110	0	0	0
Keshavpuram	12	97	103	0	0	0
Mangol puri	24	315	333	0	0	0
Model town	17	145	161	0	0	0
Moti nagar	21	188	203	0	0	0
Narela	12	162	168	0	0	0
Pitam pura	18	194	204	0	0	0
Rohini	28	329	344	0	0	0
Shakti nagar	11	104	112	0	0	0
Shalimar bagh	27	334	354	0	0	0
Total	227	2,356	2,505	0	0	0

[Data extracted from system on 20th June-16]

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



Compliance of Standards of Performance

Annexure S-6

Name of Discom
Period of Report

TPDDL
May

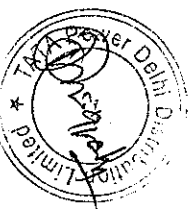
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MIS Report on Application for Load Reduction*
Standard : Load Reduction within 10 days of acceptance of application

District	Opening pendency	Number of application received	Request attended		Requestis not attended within specified	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	42	41	65	0	0	0
Bawana	8	93	100	0	0	0
Civil lines	7	23	29	0	0	0
Keshavpuram	4	38	41	0	0	0
Mangol puri	12	145	156	0	0	0
Model town	1	20	21	0	0	0
Moti nagar	66	50	106	0	0	0
Narela	5	79	82	0	0	0
Pitam pura	7	23	29	0	0	0
Fohini	106	46	143	0	0	0
Shakti nagar	0	29	26	0	0	0
Shalimar bagh	66	57	122	0	0	0
Total	324	644	920	0	0	0

[Data extracted from system on 20th June-16]

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



Compliance of Standards of Performance

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Name of Discorn **TPDDL**
 Period of Report **May 2016**
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	
			Within 10 Days	Above 10 days
Badli	2	17	19	0
Bawana	4	19	23	0
Civil lines	1	14	15	0
Keshavpuram	0	15	15	0
Mangol puri	2	39	41	0
Model town	2	12	14	0
Moti nagar	2	17	19	0
Narela	3	18	21	0
Pitam pura	2	12	14	0
Rohini	1	23	23	0
Shakti nagar	2	19	21	0
Shalimar bagh	5	27	31	0
Total	26	232	256	0

(Data extracted from system on 20th June-16)
 * With reference to Letter No. NDP/LCCM/3 dated July 18, 2008



Compliance of Standards of Performance

Annexure S-3

Name of Discom
Period of Report

TPDDL
May

2016

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.	3	35	35	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.	77	1,256	1,217	13	12	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	515	1,395	1,467	44	43	1
Overall Result		595	2,686	2,719	57	55	2

* With reference to Letter No. NDP/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
May

2016

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8378	0
Provisional Billing	For not more than two billing cycles	13863	0
Provisional Bills generated for PL cases**		2534	

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

