



TATA POWER-DDL

Office of the HoD-Regulatory

TPDDL/Regulatory/181

June 3, 2016

The Secretary,
Delhi Electricity Regulatory Commission
Viniyamak Bhawan, C- Block, Shivalik
Malviya Nagar
New Delhi-110017

Sub: MIS Reports for April-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 April-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

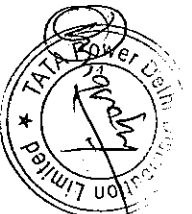
Encl: As stated above.

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		S-1			
Period of Report		Apr		2016			
MIS Report on Restoration of Power Supply & Quality of Power Supply		Standard		Complaints payable to consumer in case of violation of Standard			
Service Area	Standard	Complaints payable to consumer in case of violation of Standard		Complaints not attended within specified time limit			
		(default shall be considered from the time consumer has made complaint)	Total complaints Received	Complaints Attended	Attributable to TPDDL	Not Attributable to TPDDL	
Fuse blown out or MCB tripped	Within three hours for Urban areas	Rs. 50 for each day of default	8140	7648	492	421	71
	Within eight hours for Rural areas		2741	2716	25	11	14
	Within six hours for Urban areas		6992	6644	48	48	0
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	2132	2128	4	4	0
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		1900	1896	4	4	0
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 100 for each day of default	33	33	0	0	0
	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible		10286	10281	5	5	0
Distribution transformer failed/burnt	Replacement of failed transformer within forty eight hours	Rs. 200 for each day of default	47	47	0	0	0
	Temporary restoration of power supply within four hours, wherever feasible.		6759	6735	24	24	0
HT mains failed	Rectification of fault within twelve hours	Rs. 500 for each day of default	38730	38128	602	517	85
	Restoration of supply from alternate source, wherever feasible within six hours		0	0	0	0	0
Problem in grid (33 KV or 66 KV) substation	Repair and restoration of supply within forty eight hours	Rs. 500 for each day of default per day	0	0	0	0	0
	Restoration of supply from alternate source, wherever feasible within six hours		0	0	0	0	0
Failure of Power Transformer	Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 50 for each day of default	0	0	0	0	0
	Rectification action plan to be intimated to the Commission within seventy two hours		0	0	0	0	0
Street light faults	Rectification to be completed within fifteen days	Rs. 50 for each day of default	0	0	0	0	0
	Rectification within seventy two hours		0	0	0	0	0
Total			6759	6735	24	24	0
Total Problem			38730	38128	602	517	85
Tap of transformer	Within four hours	Rs. 50 for each day of default	5	5	0	0	0
Repair of distribution line / transformer / capacitor	Within three days	Rs. 50 for each day of default	0	0	0	0	0
Installation and Up-gradation of HT / LT System	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0
Total	Within ninety days	Rs. 100 for each day of default	0	0	0	0	0

* Within reference to Letter No. NDP/CCMM3 dated July 18, 2008



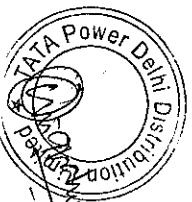
Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Apr 2016-17**
 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 specified time limit	above specified time limit	Attributable to TPDDL	Not Attributable to TPDDL
Testing of Meter - Fast	Within fifteen days of receipt of complaint	56	233	246	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	0	0	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	22	761	726	10	8	2
Replacement of Defective Meter	Within fifteen days of receipt of complaint	79	649	632	1	1	0
Overall Result		157	1,643	1,604	11	9	2

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



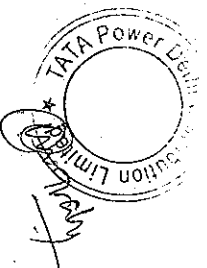
Compliance of Standards of Performance

Annexure S-3-a

Name of Discom TPDDL
 Period of Report Apr 2016-17
 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	72	545	522	0	0	0
Bawana	152	519	516	3	2	1
Civil lines	68	337	352	0	0	0
Keshavpuram	49	325	335	0	0	0
Mangol puri	125	1,134	1,109	0	0	0
Model town	56	474	471	0	0	0
Moti nagar	69	493	449	0	0	0
Narela	128	536	531	0	0	0
Pitarn pura	53	335	330	1	1	0
Rohini	128	624	630	1	0	1
Shakti nagar	56	363	341	0	0	0
Shalimar bagh	274	1,301	1,298	0	0	0
Total	1,230	6,986	6,884	5	3	2

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



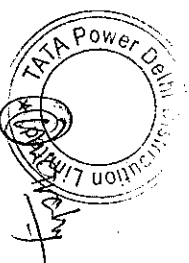
Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Apr 2016-17**
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	3	25	21	0	0	0
Bawana	2	34	27	0	0	0
Civil lines	1	23	23	0	0	0
Keshavpuram	2	12	13	0	0	0
Mangol puri	3	23	22	0	0	0
Model town	1	26	22	0	0	0
Moti nagar	2	28	23	0	0	0
Narela	4	27	23	0	0	0
Pitam pura	6	6	11	0	0	0
Rohini	0	19	18	0	0	0
Shakti nagar	1	8	5	0	0	0
Shalimar bagh	2	31	30	0	0	0
Total	27	262	238	0	0	0

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



Compliance of Standards of Performance

Annexure S-4

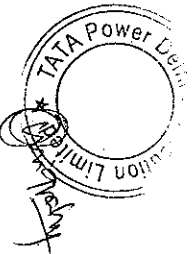
TPDDL
Apr

2016-17

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	571	248	248	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		571	248	248	0	0	0

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



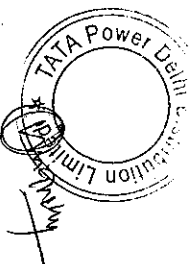
Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Apr 2016-17**
 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	34	185 *	201	0	0	0
Bawana	18	157	158	0	0	0
Civil lines	13	88	93	0	0	0
Keshavpuram	15	92	102	0	0	0
Mangol puri	30	240	256	0	0	0
Model town	15	118	121	0	0	0
Moti nagar	30	127	143	0	0	0
Narela	16	138	144	0	0	0
Pitam pura	16	174	179	0	0	0
Rohini	24	282	288	0	0	0
Shakti nagar	6	93	91	0	0	0
Shailmar bagh	44	265	295	0	0	0
Total	261	1,959	2,071	0	0	0

(Data extracted from system on 16th May-16)
 * With reference to Letter No. NDPL/CCM/3 dated July 18, 2008



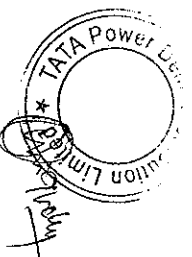
Compliance of Standards of Performance

Annexure S-6

Name of Discom **TPDDL**
 Period of Report **Apr 2016-17**
 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		Requests not attended within specified	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	19	48	26	0	0	0
Bawana	24	111	127	0	0	0
Civil lines	8	18	21	0	0	0
Keshavpuram	11	44	53	0	0	0
Mangol puri	29	128	146	0	0	0
Model town	9	12	21	0	0	0
Moti nagar	56	34	27	0	0	0
Narela	14	102	112	0	0	0
Pitam pura	6	42	44	0	0	0
Rohini	89	46	29	0	0	0
Shakti nagar	2	31	33	0	0	0
Shallimar bagh	42	59	35	0	0	0
Total	309	675	674	0	0	0

(Data extracted from system on 16th May-16)
 * With reference to Letter No. NIDPL/CCM/3 dated July 18, 2008



Compliance of Standards of Performance

S-7

TPDDL

Apr

2016-17

Name of Discom

Period of Report

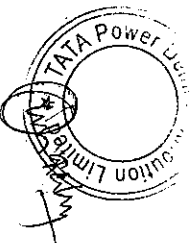
MIS Report on Application for Change of Category*

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	5	24	27	0
Bawana	4	16	18	0
Civil lines	1	12	13	0
Keshavpuram	2	8	10	0
Mangol puri	7	24	30	0
Model town	3	8	10	0
Moti nagar	6	20	24	0
Narela	2	11	12	0
Pitam pura	0	13	13	0
Rohini	4	15	18	0
Shakti nagar	1	17	18	0
Shalimar bagh	8	25	30	0
Total	43	193	223	0

(Data extracted from system on 16th May-16)

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



Compliance of Standards of Performance

Annexure S-8

Name of Discom
Period of Report

TPDDL
Apr

2016-17

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.	1	23	21	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.	46	1,435	1,395	6	0	0
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.	556	1,472	1,478	35	35	0
Overall Result		603	2,930	2,894	41	35	0

* With reference to Letter No. NDP/LCC/M/3 dated July 18, 2008



Compliance of Standards of Performance

Annexure S-9

Name of Discom TPDDL
Period of Report Apr 2016-17
MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7720	0
Provisional Billing	For not more than two billing cycles	7251	0
Provisional Bills generated for PL cases**		2250	

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

