

Office of the HoD-Regulatory

TPDDL/Regulatory/181 Mar 28, 2016

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

Sub: MIS Reports for Feburary-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 Feburary-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.

O.K.

| Compliano | |
|-------------------------|--|
| 약 | |
| Compliance of Standards | |
| 혖 | |
| Performance | |

| Name of Discom Period of Report | TPDDL Feb Feb Augusty of Power Supply | 2016 | | | - - - - | , | |
|-----------------------------------|---|---|----------|-----------------------------|---|--|---------------|
| MIS Report on Restoration of Powe | MIS Report on Restoration of Power Supply & Quality of Power Supply | | | | | | |
| | | Compensation payable to consumer in case of violation of Standard | Total | Complaints Attended | | Complaints not atter specified time | atter (ime |
| Service Area | Standard | (default shall be considered from the time consumer has made complaint) | Received | within specified time limit | thin specified above specified time limit | within specified above specified Attributable to Attribute limit TPDDL Attribute Attri | <u> </u> |
| | Within those hours for lither areas | | 6691 | 6282 | 409 | . 57 | |

| - | | Compensation payable to consumer in case of violation of Standard | Total | Complaints | plaints Attended | Complaints not attended within specified time limit | attended within time limit |
|---|---|---|----------|------------------|-----------------------|---|-------------------------------|
| Service Area | Standard | default shall be considered | Received | within specified | ified above specified | Attributable to | Not Attiributable to |
| | | made complaint) | | | time limit | TPDDL | TPDDL |
| | Within three hours for Urban areas | | 6691 | 6282 | 409 | . 57 | 352 |
| Fuse blown out or MCB tripped | Within eight hours for Rural areas | | 2395 | 2328 | 67 | 8 | 59 |
| Service line broken | Within six hours for Urban areas | | 6511 | 6290 | 221 | 221 | 0 |
| Service line snapped from the pole | Within twelve hours for Rural areas | Rs. 50 for each day of default | 2477 | 2472 | G 1 | 5 | 0 |
| | Temporary Supply to be restored within four hours from alternate source wherever feasible. | | | | > | . | |
| Fault in distribution line/system | Rectification of fault and thereafter Restoration of normal power | .3.1 | 1251 | 1248 | ٨ | ٠. | |
| | supply within twelve hours | | | | | | |
| Distribution transformer failed/burnt | Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible | Rs. 100 for each day of default | Ch . | 'n | . 0 . | 0 | o · |
| | Replacement of failed transformer within forty eight hours | | | | | | |
| UT mains failed | Temporary restoration of power supply within four hours, wherever feasible. | | 8708 | 8660 | 48 | 48 | |
| | Rectification of fault within twelve hours | | | | | | |
| | Restoration of supply from alternate source, wherever feasible Rs. 200 for each day of default within six hours | Rs. 200 for each day of default | | | | | |
| Problem in grid (33 KV or 65 KV) substation | | <u>.</u> | 20 | . 20 | 0 | 0 | |
| | Repair and restoration of supply within forty eight hours | | | | | | |
| | Restoration of supply from alternate source, wherever feasible within six hours | D | | | | | |
| Failure of Power Transformer | Roster load shedding may be carried out to avoid overloading of alternate source. | | 0 | 0 | 0 | 0 | 0 |
| | Rectification action plan to be intimated to the Commission within seventy two hours | in yer vey | | | | | |
| | Rectification to be completed within fifteen days | | | | | | |
| Street light faults | Rectification within seventy two hours | Rs. 50 for each day of default | 6674 | 6635 | 39 | 39 | 0 |
| Total | | | 34732 | 33941 | 791 | 380 | 411 |
| Local problem | Within four hours | — Bs. 50 for each day of default | ω | ω | 0 | 0 | 0 |
| Tap-of transformer | Within three days | INS. OF INT SOME HOLD OF COLUMN | o | 0 | 0 | 0 | 0 |
| Repair of distribution line transformer / capacitor | / Wilhin thirty days | Rs 100 for each day of default | | 0 | 0 | . 0 | 0 |
| Installation and Up-gradation of HT | / Within ninety days | | 0 | 0 | 0 | 0 | 0 |
| Total | | | 3 | 3 | 0 | 0 | 0 |

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



| | Compliance of Standards of Perform | Performance |
|--|------------------------------------|--------------|
| Name of Discom | TRACE | Annexure S-2 |
| Name of Discom | -7000 | |
| Period of Report | Feb 2016 | |
| MIS Report on Complaints about Meters* | | |
| | | |

| | | | 1 | Total complaints Attended (C) | s Attended (C) | Complaints not attended within specified time limit (D) | nded within specified mit (D) |
|--------------------------------|---|------------------|--------------|--------------------------------|----------------------------|---|-------------------------------|
| Nature of Complaint | Standard | Opening pendancy | received (B) | 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 | 50 | 371 | 338 | 0 / | 0 | 0 |
| Testing of Meter - Slow | Within fifteen days of receipt of complaint | 0 | ω, | 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 | 47 | 050 | 627 | 15 | 14 | <u>→</u> · |
| Replacement of Defective Meter | Within fifteen days of receipt of complaint | 125 | 901 | 898 | 0 | 0 | 0 |
| Overall Result | | 222 | 1,925 | 1 865 | 15 | 14 | |

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



Annexure S-3-a

Name of Discom Period of Report

TPDDL

2016

MIS Report on applications about new Connections applications (cases where power supply can be provided from existing network)*

| 0 | 2 | 2 | 6,376 | 6,478 | 971 | Total |
|---|----------------------------|----------------|------------------|-------------|------------------|---------------|
| 0 | | | 1,156 | 1,160 | 201 | Shalimar bagh |
| 0 | 0 | 0 | 299 | 330 | 26 | Shakti nagar |
| 0 | 0 | 0 | 587 | 598 | 85 | Rohini |
| 0 | . 0 | 0 | 373 | 356 | 76 | Pitam pura |
| 0 | 0 | . 0 | 444 | 453 | 96 | Narela |
| 0 | 0 | 0 | 637 | 674 | 57 | Moti nagar |
| 0 | 0 · | .0 | 325 | 337 | 32 | Model town |
| 0 | 0 | 0 | 1,000 | 988 | 128 | Mangol puri |
| . 0 | 0 | . 0 | 212 | 219 | 17 | Keshavpuram |
| 0 | . 0 | 0 | 310 | 348 | 38 | Civil lines |
| 0 | 7 | _ | 490 | 483 | 147 | Bawana |
| . 0 | 0 | 0 | 543 | 532 | 68 | Badli |
| Not Attributable to TPDDL | Attributable to TPDDL | beyond 30 days | within 30 days | (completed) | 9 | |
| Requests not attended within specified time limit (D) | Requests not atten time li | attended | Request attended | Application | Opening pendancy | District |
| | | | | | | |

^{*} With reference to Letter No. NDPL/CCN/3 dated July 18, 2008



Annexure S-3-b

Name of Discom
Period of Report

TPDDL Feb

. '

2016

MIS Report on applications about additional load (cases where power supply can be provided from existing network)*

| District Opening pendancy 1 1 1 10 1 1 1 1 1 7 7 7 gh 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 | | | | | | | |
|---|--------------------|-----------------------|----------------|----------------|----------------------|------------------|---------------|
| District Opening pendancy Application (completed) Request attended within 30 days Requests not attended (completed) Requests not attended within 30 days Requests not attended (completed) Requests not attended within 30 days Requests not attended (completed) Requests not attended within 30 days Attributable to TPDDL 1 1 8 8 0 <td>0</td> <td>2</td> <td>2</td> <td>161</td> <td>177</td> <td>33</td> <td>Total</td> | 0 | 2 | 2 | 161 | 177 | 33 | Total |
| District Opening pendancy Application (completed) Request attended (pening pendancy) Request attended (pening pendancy) Requests not attended (pening pendancy) Attributable to (pening pendancy) Attributable to (pening pendancy) Pening pendancy (pening pendancy) Attributable to (pening pendancy) Attributable to (pening pening pening pening pendancy) Pening pendancy (pening pening | 0 | 0 | 0 | 15 | 19 | | Shalimar bagh |
| District Opening pendancy Application Received (completed) Within 30 days Request attended within 30 days Requests not attended within 30 days Application within 30 days Application within 30 days Proposition within 30 days Application solution application within 30 days Application solution application solution application solution application application solution application solution application application solution application app | 0 | 0 | 0 | æ | 8 | 2 | Shakti nagar |
| District Opening pendancy Application Request attended (completed) Request attended within 30 days Requests not attended (completed) Request attended within 30 days Requests not attended within 30 days Requests not attended within 30 days Request attended within 30 days Requests not attended within 30 days Requests not attended within 30 days Application within 30 days Application within 30 days Application within 30 days Attributable to TPDDL Attributable to TPDDL O | 0 | 0 | 0 | 9 | 1 | 0 | Rohini |
| District Opening pendancy Application (completed) Request attended (completed) Requests not attended (completed) Application (completed) Within 30 days beyond 30 days Attributable to (completed) Attributable to (completed) Completed) Occopied (completed) Within 30 days beyond 30 days Attributable to (completed) Occopied (completed) | 0 | 0 | 0 | 7. | 7 | 2 | Pitam pura |
| District Opening pendancy Application (completed) Request attended within 30 days Request attended (completed) Request attended within 30 days Request attended (pendancy) Application (pendancy) Request attended (pendancy) Application (pendancy) Request attended (pendancy) Application (pendancy) App | 0 | 0 | 0 | 14 | /17 | ω | Narela |
| District Opening pendancy Application (completed) Request attended within 30 days Application Request attended w | 0 | 0 | 0 | 23 | 24 | 7 | Moti nagar |
| District Opening pendancy Application (completed) Request attended within 30 days Application (completed) Request attended within 30 days Application (completed) Request attended within 30 days Application (completed) Application (completed) Application (completed) Request attended within 30 days Application (completed) Application (complete | 0 | 0 | 0 | ഗ | 51 | 2 | Model town |
| District Opening pendancy Application Request attended Request attended Request attended Request attended Uservict Opening pendancy Received (completed) within 30 days beyond 30 days Attributable to TPDDL 1 21 15 0 0 1 8 8 0 0 3 5 6 2 2 | 0 | 0 | 0 | 16 | 16 | | Mangol puri |
| Application Request attended Requests not attended Requests not attended Opening pendancy Received (completed) within 30 days beyond 30 days Attributable to TPDDL 1 21 15 0 0 10 36 35 0 0 1 8 8 0 0 | 0 | 2 | 2 | 6 | 5 | ω | Keshavpuram |
| Application Opening pendancy Received (completed) 1 21 10 Application Request attended within 30 days Within 30 days Attributable to TPDDL TPDDL 0 0 0 0 | 0 | . 0 | 0 | œ | 8 | | Civil lines |
| Application Request attended Requests not attended Opening pendancy Received (completed) within 30 days beyond 30 days TPDDL 1 21 15 0 0 | 0 | 0 | 0 | 35 | 36 | 10 | Bawana |
| Opening pendancy Received (completed) Application Request attended Requests not attended Application Request attended Requests not attended TPDDL | 0 | 0 | 0 | 15 | 21 | 1 | Badli |
| Request attended | Not Attributable | Attributable to TPDDL | beyond 30 days | within 30 days | Received (completed) | Opening pendancy | District |
| 3 | nded within specif | Requests not atter | attended | Request | Application | | |

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



MIS report on New Connections Applications/Additional Load* Period of Report station needs to be augmented)/ Un-Electrified Areas/ Green Field Projects (Where new network is to be laid Electrified Areas (Where existing 11 KV network needs One hundred and to be strengthened)/ Un-Electrified Area (Where Electrified Areas(extension of lines, aug of Electrified Areas(extension of five poles line required) Cases where power supply requires extension of distribution system and erection of substation or grid station needs to be established) Electrified Areas (Where existing 66/33 kV grid subaugmentation from nearby existing network is possible) Transformer, new Distribution Transformer is required) Network expansion/enhancement required to release supply Name of Discom Service Area Three Hundred and Sixty Five days twenty days Fifteen days eighty days: One hundred and Standard TPDDL Feb Opening pendancy Compliance of Standards of Performance 2016 575 o 0 0 Application Received (completed) 259 0 259 0 O within specified limit 340 0 Ö 0 Request attended above specified mit 0 0 Ç Requests not attended within specified Attributable to TPDDL 0 ω 0 Annexure S-4 Not Attributable to TPDDL 0 0 N

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



Annexure S-5

Name of Discom

Period of Report

Feb

2016

MIS Report on Transfer of Ownership/Change of Consumer's connection*

| | | Application | Request : | est attended | Requests not atten | Requests not attended within specified |
|---|------------------|-------------|-------------------|-----------------|--------------------|--|
| District | Opening pendancy | Received | with in 2 billing | above 2 billing | Attributable to | Not Attributable to |
| | | (completed) | cycles | cycles | TPDDL | TPDDL |
| Badli | 27 | 202 | 211 | 0 | 0 | 0 |
| Bawana | 19 | 175 | 180 | 0 | 0 | 0 |
| Civil lines | 15 | 103 | 110 | 0 | 0 | 0 |
| Keshavpuram | 15 | 109 | 115 | 0 | 0 | 0 |
| Mangol puri | 31 | 330 | 339 | 0 | 0 | 0 |
| Model town | 20 | 152 | 151 | 0 | 0 | 0 |
| Moti nagar | 19 | 204 | . 201 | 0 | 0 | 0 |
| Narela | 21 | 139 | . 144 | 0 | 0 | 0 |
| Pitam pura | 24 | 192 | 191 | 0 | . 0 | 0 |
| Rohini | 34 | 347 | 360 | 0 | 0 | 0 |
| Shakti nagar | 12 | 105 | 103 | 0 | 0 | 0 |
| Shalimar bagh | 51 | 335 | 348 | ~ 0 | 0 | 0 |
| Total | 288 | 2,393 | 2,453 | . "0 | 0 | 0 |
| Data sutrastad from materia on of the same 10 | | | | | | |



⁽Data extracted from system on 24 th March-16)
* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

Annexure S-6

TPDDL Feb

2016

Name of Discom

Period of Report

MIS Report on Application for Load Reduction*

Standard: Load Reduction within 10 days of acceptance of application

| | | to reducing | Request | attended | Requests not attend | Requests not attended within specified |
|---|------------------|----------------------|----------------|---------------|---------------------|--|
| District | Opening pendancy | application received | Within 10 Days | Above 10 days | Attributable to | Not Attributable_to |
| Badli | 47 | 76 | 86 | 0 | 0 | 0 |
| Bawana | 6 | 159 | 161 | 0 | 0 | 0 |
| Civil lines | 3 | 36 | 33 | 0 | 0 | 0 |
| Keshavpuram | 2 | 69 | 68 | 0 | 0 | 0 |
| Mangol puri | 8 | 326 | 327 | 0 | 0 | 0 |
| Model town | 5 | 43 | 46 | 0 | 0 | 0 |
| Moti nagar | 46 | 84 | 55 | 0 | 0 | 0 |
| Narela | 5 | 123 | 124 | 0 | 0 | .0 |
| Pitam pura | 8 | 60 | 66 | 0 | 0 | 0 |
| Rohini | : 67 | 57 | 44 | 0 | 0 | 0 |
| Shakti nagar | 4 | 64 | 59 | 0 | 0 | 0 |
| Shalimar bagh | 80 | 100 | 169 | 0 | 0 | 0 |
| Total | 281 | 1,197 | 1,238 | 0 | 0 | 0 |
| (Data extracted from system on 14th March-16) |) | | | | | |



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

| C | Compliance of Standards of Performance | ards of Performanc | Č | |
|--|--|--------------------|---|---|
| Name of Discom | | TPDDL | | 8-7 |
| Period of Report | | Feb | 2016 | |
| MIS Report on Application for Change of Category* | of Category* | | | |
| Standard: Change of category within 10 days of acceptance of application | days of acceptance of | application | | |
| | | Application | Request | uest attended |
| District | Opening pendancy | Received | 10 January | A 6 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 |
| | | (completed) | vvicilii io Days | Above to days |
| Badli | | 19 | 16 | 0 |
| Bawana | 1 | . 19 | 20 | 0 |
| Civil lines | 1 | 13 | 14 | 0, |
| Keshavpuram | 1 | 12 | 12 | 0 |
| Mangol puri | 5. | 43 | 45 | 0 |
| Model town | 1 | 7 | 8 | .0 |
| Moti nagar | 5 | 26 | 27 | 0 |
| Narela | 2 | . 20 | 21 | 0 |
| Pitam pura | 4 | 17 | 19 | . 0 |
| Rohini | | 14 | 14 | 0 |
| Shakti nagar | 4 | 15 | 17 | 0 |
| Shalimar bagh | 6 | 27 | 33 | 0 |
| Total | 32 | 232 | 246 | 0 |



⁽Data extracted from system on 14 th Mar-16)
* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

Annexure S-8

Name of Discom Period of Report

TPDDL Feb

2016

MIS Report on Billing Complaints & Disconnection/Reconnection*

| | | | Total Complaints / | Total Complaints / A | Total Complaints / Applications attended Complaints not attended within specified time limit | Complaints not attended time limit | nded within specified limit |
|-----------------------------------|---|------------------|--------------------------|---|--|------------------------------------|---|
| Nature Of Complaint | Standard | Opening Pendency | Applications Received | Complaints attended within time limit | Complaints attended beyond time limit | Attributable to TPDDL | Not Attributable to TPDDL |
| Complaints about consumer's bills | nsumer's bills | | | | | | in a state of the |
| Complaints on billing | Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint. | 8 | 36 | 37 | 0 | 0 | 0 |
| issues relating to dis | Issues relating to disconnection/ reconnection of supply | | | | | | |
| Request for | 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. | · | 2 | 2000 | 0 | o | Þ |
| reconnection | Dormant connections would be reconnected only after all formalities as required in the case of new connections is complied with. | | 100 | | - | | |
| Consumer wanting disconnection | Licensee to carry out special reading and prepare final bill, including all arrears upto the days of receiving such request | 326 | 1,464 | 1,315 | 59 | 58 | |
| Overall Result | | 434 | 3,302 | 3,160 | 68 | 67 | |

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



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| | 2010 | 7 e 0 | MIS Report on Billing |
|--------------|---------------------------------|--------------|-----------------------|
| | | TPDDL | Name of Discom |
| Annexure S-9 | - | | |
| ance | nce of Standards of Performance | Compliance | |
| | | | 2 |

| Service Area | Standard | No. of bills generated | generated |
|--|----------------------------|------------------------|-----------------------|
| | | within specified limit | above specified limit |
| First Bill | Within four billing cycles | 6471 | 0 |
| Provisional Billing | For not more than two | 11430 | 0 |
| Provisional Bills generated for PL cases** | | 2859 | |
| | | | |

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

