



TATA POWER-DDL

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 February-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 February-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.

Done

Compliance of Standards of Performance

S-1

Name of Discom: TPDDL
 Period of Report: Feb 2016
 MIS Report on Restoration of Power Supply & Quality of Power Supply

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		6691	6282	409	57	352
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas		2395	2328	67	8	59
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. 50 for each day of default	6511	6290	221	221	0
Fault in distribution line/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	1251	1249	2	2	0
Distribution transformer failed/burnt	Temporary restoration of power supply within four hours, wherever feasible.		8708	8660	48	48	0
HT mains failed	Rectification of fault within twelve hours		20	20	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 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. 200 for each day of default Rs. 500 for each day of default per day	0	0	0	0	0
Failure of Power Transformer	Rectification to be completed within fifteen days		6674	6635	39	39	0
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	34732	33941	791	380	411
Total							
Local problem	Within four hours		3	3	0	0	0
Tap of transformer	Within three days	Rs. 50 for each day of default	0	0	0	0	0
Repair of distribution line / transformer / capacitor	Within thirty days		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			3	3	0	0	0

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

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Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Feb** **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 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	50	371	338	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	3	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	650	627	15	14	1
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	1

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

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Compliance of Standards of Performance

Annexure S-3-a

Name of Discom

TPDDL

Period of Report

Feb

2016

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
Badli	68	532	543	0	0	0
Bawana	147	483	490	1	1	0
Civil lines	38	348	310	0	0	0
Keshavpuram	17	219	212	0	0	0
Mangol puri	128	988	1,000	0	0	0
Model town	32	337	325	0	0	0
Moti nagar	57	674	637	0	0	0
Narela	96	453	444	0	0	0
Pitarn pura	76	356	373	0	0	0
Rohini	85	598	587	0	0	0
Shakti nagar	26	330	299	0	0	0
Shalimar bagh	201	1,160	1,156	1	1	0
Total	971	6,478	6,376	2	2	0

* 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 **Feb 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 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	1	21	15	0	0	0
Bawana	10	36	35	0	0	0
Civil lines	1	8	8	0	0	0
Keshavpuram	3	5	6	2	2	0
Mangol puri	1	16	16	0	0	0
Model town	2	5	5	0	0	0
Moti nagar	7	24	23	0	0	0
Narela	3	17	14	0	0	0
Pitam pura	2	7	7	0	0	0
Rohini	0	11	9	0	0	0
Shakti nagar	2	8	8	0	0	0
Shalimar bagh	1	19	15	0	0	0
Total	33	177	161	2	2	0

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

Compliance of Standards of Performance

Annexure S-4

Name of Discom **TPDDL**
 Period of Report **Feb 2016**
**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	575	259	340	5	3	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	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		575	259	340	5	3	2

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

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Compliance of Standards of Performance

Annexure S-6

Name of Discom

TPDDL

Feb

2016

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
Badi	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. NDP/CCM/3 dated July 18, 2008

Compliance of Standards of Performance

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Name of Discom
Period of Report

TPDDL
 Feb

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	1	19	16	0
Bawana	1	19	20	0
Civil lines	1	13	14	0
Keshaypuram	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	1	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 14th Mar-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
Feb

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.	8	36	37	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.	100	1,802	1,808	9	9	0
Consumer waiting 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	326	1,464	1,315	59	58	1
Overall Result		434	3,302	3,160	68	67	1

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

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Compliance of Standards of Performance

Annexure S-9

Name of Discom

TPDDL

Period of Report

Feb

2016

MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	6471	0
Provisional Billing	For not more than two billing cycles	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

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