



TATA POWER-DDL

TPDDL/Regulatory/181

Nov 10, 2016

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 Sep-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 Sep-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

Varun

Encl: As stated above.

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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

Compliance of Standards of Performance

S-1

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

2016

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		9687	9684	3	3	0
	Within eight hours for Rural areas		3085	3085	0	0	0
	Within six hours for Urban areas		8017	8014	3	3	0
Service line broken	Within twelve hours for Rural areas		2672	2672	0	0	0
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.	Rs. 50 for each day of default					
Service line snapped from the pole	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		3318	3318	0	0	0
	Reciprocation of fault and thereafter Restoration of normal power supply within twelve hours						
Fault in distribution- linesystem	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	153	153	0	0	0
	Replacement of failed transformer within forty eight hours						
Distribution transformer failed/burnt	Temporary restoration of power supply within four hours, wherever feasible.		12672	12672	0	0	0
	Reciprocation of fault within twelve hours						
HT mains failed	Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	4	4	0	0	0
	Roster load shedding may be carried out to avoid overloading of alternate source.						
Problem in grid (33 KV or 66 KV) substation	Repair and restoration of supply within forty eight hours						
	Restoration of supply from alternate source, wherever feasible within six hours						
Failure of Power Transformer	Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 500 for each day of default per day	0	0	0	0	0
	Reciprocation action plan to be intimated to the Commission within seventy two hours						
Sheet light faults	Reciprocation to be completed within fifteen days		8861	8728	133	133	0
	Reciprocation within seventy two hours	Rs. 50 for each day of default	48469	48330	139	139	0
Total	Within four hours		0	0	0	0	0
	Within three days		0	0	0	0	0
Local Problem	Within thirty days	Rs. 50 for each day of default	0	0	0	0	0
	Within ninety days	Rs. 100 for each day of default	0	0	0	0	0
Tap of transformer			0	0	0	0	0
			0	0	0	0	0
Repair of distribution line / transformer / capacitor			0	0	0	0	0
			0	0	0	0	0
Installation and Up-gradation of HT / LT System			0	0	0	0	0
			0	0	0	0	0

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Sep 2016**
 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 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	445	1,316	1,363	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint.	1	0	1	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	102	857	763	41	37	4
Replacement of Defective Meter	Within fifteen days of receipt of complaint	109	844	791	1	0	1
Overall Result		657	3,017	2,918	42	37	5

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

Compliance of Standards of Performance

Annexure S-3-a

Name of Discom **TPDDL**
 Period of Report **Sep 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	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	101	541	478	0	0	0
Bawana	171	585	554	2	1	1
Civil lines	42	357	320	0	0	0
Keshavpuram	51	264	247	0	0	0
Mangol puri	200	1,174	1,087	0	0	0
Model town	52	343	271	0	0	0
Motl nagar	112	439	397	0	0	0
Narela	278	583	681	0	0	0
Pitam pura	61	323	273	0	0	0
Rohini	172	575	597	0	0	0
Shakti nagar	57	282	281	0	0	0
Shalimar bagh	236	1,248	1,140	0	0	0
Total	1,533	6,714	6,326	2	1	1

* 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 **Sep 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 time limit	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	2	26	15	0	0	0
Bawana	9	31	32	0	0	0
Civil lines	2	13	12	0	0	0
Keshavpuram	0	9	7	0	0	0
Mangol puri	1	12	9	0	0	0
Model town	2	18	13	0	0	0
Moti nagar	4	10	10	0	0	0
Narela	4	15	13	0	0	0
Pitarn pura	2	5	6	0	0	0
Rohini	0	19	15	0	0	0
Shakti nagar	0	12	9	0	0	0
Shalimar bagh	3	10	11	0	0	0
Total	29	180	152	0	0	0

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

Compliance of Standards of Performance

Annexure S-4

Name of Discom **TPDDL** **2016**
 Period of Report **Sep**
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	272	136	210	1	1	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	220	67	66	2	1	1
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	123	28	28	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	14	0	3	0	0	0
Total		629	231	307	3	2	1

* 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 **Sep 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 time limit	
			with in 2 billing cycles	above 2 billing cycles	Attributable to TPDDL	Not Attributable to TPDDL
Badli	27	189	212	0	0	0
Bawana	21	147	160	0	0	0
Civil lines	16	112	127	0	0	0
Keshavpuram	19	112	127	0	0	0
Mangol puri	33	260	293	0	0	0
Model town	9	146	150	0	0	0
Moti nagar	36	202	234	0	0	0
Narela	17	201	216	0	0	0
Pitamn pura	14	146	159	0	0	0
Rohini	31	311	336	0	0	0
Shakti nagar	11	86	97	0	0	0
Shalimar bagh	48	318	362	0	0	0
Total	282	2,230	2,473	0	0	0

(Data extracted from system on 14th Oct 16)

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

Compliance of Standards of Performance

Annexure S-6

Name of Discom **TPDDL**
 Period of Report **Sep 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 time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	20	29	40	0	0	0
Bawana	0	44	42	0	0	0
Civil lines	0	10	10	0	0	0
Keshavpuram	3	20	17	0	0	0
Mangol puri	3	41	34	0	0	0
Model town	1	4	3	0	0	0
Moti nagar	2	19	15	0	0	0
Narela	1	36	34	0	0	0
Pitampura	2	17	16	0	0	0
Rohini	10	26	24	0	0	0
Shakti nagar	3	26	21	0	0	0
Shalimar bagh	10	11	16	0	0	0
Total	55	283	272	0	0	0

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

Compliance of Standards of Performance

Annexure S-7

Name of Discom **TPDDL**
 Period of Report **Sep 2016**
 MIS Report on Application for Change of Category*
 Standard : Change of category within 10 days of acceptance of application

District	Opening perandancy	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
Bacali	1	26	27	0	0	0
Bawana	6	24	30	0	0	0
Civil lines	1	64	65	0	0	0
Keshaypuram	4	13	16	0	0	0
Mangol puri	4	39	43	0	0	0
Model town	3	71	74	0	0	0
Moti nagar	3	14	17	0	0	0
Narela	0	27	27	0	0	0
Pitarn pura	2	12	14	0	0	0
Rohini	4	24	28	0	0	0
Shakti nagar	0	21	21	0	0	0
Shalimar bagh	5	38	43	0	0	0
Total	33	373	405	0	0	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discom
Period of Report

TPDDL
Sep

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.	42	558	564	0	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.	41	1,992	1,969	12	12	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	300	1,254	1,223	39	38	1	1
Overall Result		383	3,804	3,755	51	50	1	1

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

Compliance of Standards of Performance

Annexure S-9

Name of Discom: TPDDL
 Period of Report: Sep 2016
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8603	0
Provisional Billing	For not more than two billing cycles	6794	0
Provisional Bills generated for PL cases**		1659	

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

D. S. Prasad