



TATA POWER-DDL

Office of the HoD-Regulatory

TPDDL/Regulatory/181
Apr 21, 2016

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

Sub: MIS Reports for March-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.

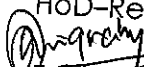
We wish to inform Hon'ble Commission that in compliance with the Guaranteed Standards of performance as mentioned in the Schedule I to the Delhi Electricity Supply Code and Performance Standards Regulation 2007, we enclose the **MIS reports for March-16** in various formats prescribed by the Hon'ble 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

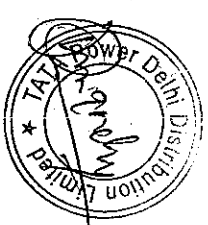

Encl: As stated above.

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		2016		Compliance of Standards of Performance		
Period of Report		Mar						
MIS Report on Restoration of Power Supply & Quality of Power Supply								
Service Area	Standard	Compensation payable to consumer in case of violation of Standard		Total complaints Received	Complaints Attended		Complaints not attended within specified time limit	
		(default shall be considered from the time consumer has made complaint)			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			9536	8310	1226	943	283
	Within eight hours for Rural areas			3501	3235	266	191	75
	Within six hours for Urban areas			8755	8526	229	229	0
Service line snapped from the pole	Within twelve hours for Rural areas			3155	3135	20	20	0
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.							
Fault in distribution line/system	Reciprocation of fault and thereafter Restoration of normal power supply within twelve hours			1488	1471	17	17	0
	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible							
Distribution transformer failed/burnt	Replacement of failed transformer within forty eight hours			40	38	2	2	0
	Temporary restoration of power supply within four hours, wherever feasible.							
HT mains failed	Reciprocation of fault within twelve hours			11553	11462	91	91	0
	Restoration of supply from alternate source, wherever feasible within six hours							
Problem in grid (33 KV or 66 KV) substation	Roster load shedding may be carried out to avoid overloading of alternate source.			6	6	0	0	0
	Repair and restoration of supply within forty eight hours							
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours			0	0	0	0	0
	Roster load shedding may be carried out to avoid overloading of alternate source.							
Street light faults	Reciprocation action plan to be intimated to the Commission within seventy two hours			8553	8478	75	75	0
	Reciprocation to be completed within fifteen days							
Total	Reciprocation within seventy two hours			46597	44661	1926	1668	388
	Reciprocation within four hours			11	9	2	2	0
Local problem	Within three days			0	0	0	0	0
	Within four hours			0	0	0	0	0
Tap of transformer	Within thirty days			0	0	0	0	0
	Within thirty days			0	0	0	0	0
Repair of distribution line / transformer / capacitor	Within thirty days			0	0	0	0	0
	Within thirty days			0	0	0	0	0
Installation and Up-gradation of HT / LT System	Within ninety days			11	9	2	2	0
	Within ninety days							

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



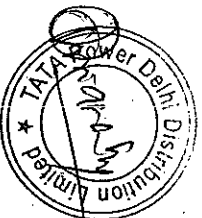
Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Mar 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	83	340	367	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	3	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	52	670	682	18	18	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	126	746	792	0	0	0
Overall Result		262	1,759	1,845	18	18	0

* 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 **March 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	56	520	489	0	0	0
Bawana	119	458	422	2	2	0
Civil lines	71	403	405	0	0	0
Keshavpuram	20	323	292	0	0	0
Mangol puri	107	1,016	994	0	0	0
Model town	43	400	392	0	0	0
Moti nagar	94	602	627	0	0	0
Narela	102	509	485	0	0	0
Pitam pura	58	378	384	0	0	0
Rohini	95	590	554	0	0	0
Shakti nagar	57	325	325	0	0	0
Shalimar bagh	202	1,343	1,271	0	0	0
Total	1,024	6,867	6,640	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** 2016
 Period of Report **Mar**
 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	4	21	22	0	0	0
Bawana	4	19	21	0	0	0
Civil lines	1	13	13	0	0	0
Keshavpuram	0	10	8	0	0	0
Mangol puri	2	13	13	0	0	0
Model town	2	8	9	0	0	0
Moti nagar	9	13	19	0	0	0
Narela	6	21	22	0	0	0
Pitam pura	3	16	13	0	0	0
Rohini	2	8	10	0	0	0
Shakti nagar	2	10	11	0	0	0
Shalimar bagh	4	18	20	0	0	0
Total	39	170	181	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

Mar

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	532	247	240	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		532	247	240	0	0	0

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



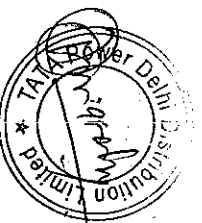
Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **March 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
Badi	23	225	233	0	0	0
Bawana	20	149	160	0	0	0
Civil lines	10	101	102	0	0	0
Keshavpuram	15	119	124	0	0	0
Mangol puri	27	298	312	0	0	0
Model town	23	117	136	0	0	0
Moti nagar	33	178	192	0	0	0
Narela	23	151	161	0	0	0
Pitam pura	31	153	175	0	0	0
Rohini	27	293	307	0	0	0
Shakti nagar	15	69	79	0	0	0
Shalimar bagh	58	296	328	0	0	0
Total	305	2,149	2,309	0	0	0

(Data extracted from system on 15th April-16)
 * With reference to Letter No. NDP/CCM/3 dated July 18, 2008



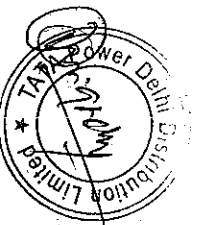
Compliance of Standards of Performance

Annexure S-6

Name of Discom **TPDDL**
 Period of Report **March 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
Badli	37	63	81	0	0	0
Bawana	5	133	114	0	0	0
Civil lines	6	35	35	0	0	0
Keshavpuram	4	54	47	0	0	0
Mangol puri	7	195	174	0	0	0
Model town	1	33	26	0	0	0
Moti nagar	77	55	77	0	0	0
Narela	4	101	91	0	0	0
Pitam pura	4	37	37	0	0	0
Rohini	81	43	35	0	0	0
Shakti nagar	11	37	47	0	0	0
Shalimar bagh	12	65	36	0	0	0
Total	249	851	800	0	0	0

(Data extracted from system on 15th April-16)
 * With reference to Letter No. NDP/L/CCM/3 dated July 18, 2008



Compliance of Standards of Performance

S-7

Name of Discom
Period of Report

TPDDL
March

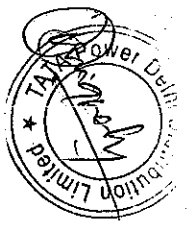
2016

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
Badi	5	15	19	0
Bawana	2	18	19	0
Civil lines	0	6	6	0
Keshavpuram	2	16	16	0
Mangol puri	8	34	37	0
Model town	3	8	9	0
Moti nagar	9	14	19	0
Narela	4	19	21	0
Pitam pura	3	12	15	0
Rohini	3	21	21	0
Shakti nagar	2	37	39	0
Shalimar bagh	2	30	28	0
Total	43	230	249	0

(Data extracted from system on 15th April-16)
* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008.



Compliance of Standards of Performance

Annexure S-8

Name of Discom
Period of Report

TPDDL
Mar

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.	7	37	43	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.	85	2,272	2,299	10	10	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.	417	1,435	1,253	44	44	44	0
Overall Result		509	3,744	3,595	54	54	54	0

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



Compliance of Standards of Performance

Annexure S-9

Name of Discom **TPDDL**
 Period of Report **Mar** **2016**
MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	6859	0
Provisional Billing	For not more than two billing cycles	7659	0
Provisional Bills generated for PL cases**		2400	

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

