

Format I

**Fatal and non-fatal accident report**

Name of Company TATA Power-DDL  
Period of Report March  
Year 2019

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	2	0	1	1	1	8	1	6

FH-Fatal Human  
NFH-Non Fatal Human  
FA-Fatal Animal

## Action taken report for safety measures complied for the accidents occurred

Name of Company TATA Power-DDL  
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Sl.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI/ AEI	Remedies suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Factory No. 1566 D- Block DSIIIC Narela	06.03.2019	Fatal	A complaint was received by zonal complaint center that a person got electric shock at D-1566, DSIIIC Narela industrial area on 06.03.2019 at around 12:30 hrs. When our zonal shift officer reached at site, a person was found electrocuted at first floor of factory. As gathered from public present at site, the said person was doing aluminum framing work on outer window and channel touched the HT bare conductor. Victim came in contact with HT bare conductor accidentally. Outgoing of Feeder 32-D from DSIC-2 grid got tripped. Consumer had fixed bamboo scaffolding for construction/renovation purposes, violating the ROW of HT Line and without informing Tata Power-DDL. Unauthorized construction Notice was already served to the consumer. Later on, premises had been sealed by SDM office in evening on dated 06.03.2019 and electric supply of said premises has been disconnected.	Not shared	Not applicable	Not applicable	1)Notices had been served to this location in particular and all such locations encroaching ROW in general. 2)Incessant public awareness drive to desist building structures near Power Lines	Not applicable
2	Nand Lal JJ Cluster Mukherjee Nagar	10.03.2019	Non Fatal	On 10.03.2019,11:13 hrs. Duty ZSO received a call from PSC desk about tripping of 11 kV Feeder Dheerpur Grid to Old Bhai Permanand. He reached the site and found that 11 kV U/G Cable was punctured with a flash mark on the cable. Police was at site and informed that a child got injured due to this flash. The reason of cable puncturing is gathered that a 7 year old boy was playing with a sharp stone to hit the cable. 2 no's of 11 kV cables are crossing the drain on a bridge between F Block Gandhi Vihar and Nand Lal JJ Cluster. These Cables were laid 10 years back on the bridge /drain through GI Pipes. The cables were covered with cement concrete down the bridge on both sides of bridge and cables are gradually going down deep in earth to maintain cable depth. There is a constraint in maintaining cable depth at both sides of bridge i.e. at entry point & exit point since laid cables need a curvature when stepping down from a high level surface (i.e. bridge). The public accident took place just 4 feet down the bridge where proper depth of cables couldn't be maintained due to above said constraint. Also, cement /bitumen found broken at the point of accident which led to exposure of cables (around one feet).	Not shared	Not applicable	Not applicable	A drive was taken to identify such locations and take corrective actions immediately	Not applicable
3	B-735 JJ Colony Bawana Delhi. Between Pole No HT 521 92/20/1 and HT 521-92/20/2 Victim : Master Safarruddin (Akki )	13.03.2019	Fatal	At around 13:20 hours a complaint was received vide Notification No 2019806616 and 2019806634 .TPDDL ZSO and Lineman immediately rushed to the site & found that RMU Breaker tripped. During patrolling, from the information gathered from local people it was found that a boy named Master Safarruddin (Akki ) came in arcing zone of live line of TPDDL network while he was bringing something kept on the roof of the unauthorized extended 3 storey building ( GF + FF +SF ) . He was taken to nearby hospital by family members & later shifted to LNJP hospital as per information received from neighbors.  The consumer had illegally extended their Balconies encroaching our ROW of 11 KV HT line in unauthorized way. A notice for the same stands served to the consumer on 15.05.2014	Not shared	Not applicable	Not applicable	1)Notices had been served to this location in particular and all such locations encroaching ROW in general. 2)Incessant public awareness drive to desist building structures near Power Lines	Not applicable

## Restoration of Power Supply

Name of Company  
Period of Report  
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TATA Power-DDL  
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Service Area	Standard w.r.t AT&C losses			Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
1	2			3	4	5=3+4	6	7	8=6+7	9=5-8
Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	Within 3hrs	Within 4hrs	Within 6hr	0	15783	15783	15765	18	15783	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within 2hrs	Within 3hrs	Within 4hrs	0	7234	7234	7185	49	7234	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	56	56	55	1	56	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	7135	7135	7125	10	7135	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	1670	1670	1620	50	1670	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days			0	377	377	377	0	377	0

## Quality of Power Supply

Name of Company  
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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	Resolution Within 4hrs	0	0	0	0	0	0	0
Tap setting of transformer	Resolution Within 24hr	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/capacitor	Resolution Within 15 days	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/Low Tension System	Resolution within 90 days	0	0	0	0	0	0	0

## Complaint about meters

Name of Company  
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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	Within fifteen days of receipt of complaint	340	459	799	585	0	585	214
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	0	1	1	1	0	1	0
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	104	368	472	397	1	398	74
Complaint lodged for burnt meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter.Meter to be replaced within three days	57	150	207	185	4	189	18
Complaint lodged for stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days.	29	65	94	70	0	70	24



## Applications for New connections/Additional Load, where power supply requires extension of distribution system

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Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total	Complaints attended during the month			Balance complaint to be attended
				Complaint	Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1. Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.	140	112	252	174	8	182	70
2. Electrified Areas (Where extension of lines or augmentation of Distribution Transformation on capacity , where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.	157	76	233	66	4	70	163
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	227	26	253	52	70	122	131
4. Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note	96	18	114	11	10	21	93
5. Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note	57	9	66	22	0	22	44

## Connection in un-electrified areas

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un- Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) Availability of right of way & land, wherever required	773	564	1337	625	0	625	712
Un- Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Within 12 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) availability of right of way & land, wherever required.	0	0	0	0	0	0	0

## Transfer of Consumer's connection and conversion of services

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	405	3246	3651	3392	0	3392	259
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	59	1728	1787	1756	8	1764	23
Change of category	Change of category within 7 days of acceptance of application	156	282	438	307	6	313	125
In case connection is denied after receipt of payment against demand note		NA						
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent	By 31st May	0	0	0	0	0	0	0

## Complaints about consumer's bills, disconnection, reconnection of supply

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	80	667	747	691	4	695	52
Non-Payment of dues by the consumer		0	0	0	0	0	0	0
Request for reconnection	Licensee shall reconnect the consumer's installation within 24hrs of payment	67	2530	2597	2551	0	2551	46
Final bill for vacation of Premises / change of occupancy/ Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days from the date of disconnection.	1063	1935	2998	2626	83	2709	289

## Failure of Distribution Transformer

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No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Number of distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
30377	125	30502	22	0.07

## Failure of Power Transformer

Name of Company TATA Power-DDL  
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No. of Power transformers at the beginning of the month	No. of Power transformers added during the month	Total number of Power transformers	Number of Power transformers failed	% Failure rate of Power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
202	1	203	0	0

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
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Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%) (C)
				Within Specified Time	Beyond specified time	
1	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be rectified within prescribed time limits under Schedule-1	15783	15765	18	99.89
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		7234	7185	49	99.32
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		56	55	1	98.21
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		7135	7125	10	99.86
(v)	Continuous scheduled power outages		1670	1620	50	97.01
(vi)	Replacement of burnt meter or stolen meter		377	377	0	100.00

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%) (C)
				Within Specified Time	Beyond specified time	
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	1048	1048	0	100
	Restoration of supply by 6:00 PM		1048	1041	7	99.33
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	20132	20124	8	99.96
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.104			
	SAIDI		0.089			
	CAIDI		1			
5	Frequency variation	To maintain supply frequency within range as per IEGC	0	0	0	-
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	0	0	0	-
7	Percentage billing mistakes	Shall not exceeding 0.2%	667	618	0	0.04

## Compensation Details

Name of Company TATA Power-DDL  
 Period of Report March  
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Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity Connections		0	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation Required	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(iii)	Un-electrified Areas	1% of the amount deposited by developer/ applicants per day of default.	0	0	0	0	0
(iv)	Connection denied after receipt of payment against demand note	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(v)	Connection energized through loop	Rs. 500 per kW of sanctioned/contract demand	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default.	0	0	0	0	0
4	Notice for downward revision of load	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default.	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of meters	Rs.50 for each day of default	0	0	0	0	0
8	Fault in street light maintained by the Licensee	Rs.75 for each day of default	0	0	0	0	0

Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable (Rs.)	Amount of compensation paid in (Rs.)
9	Voltage fluctuations and complaints		0	0	0	0	0
(i)	Local problem	Rs. 50 for each day of default	0	0	0	0	0
(ii)	Tap setting of transformer	Rs. 25 for each day of default	0	0	0	0	0
(iii)	Repair of distribution line / transformer / capacitor	Rs. 100 for each day of default	0	0	0	0	0
(iv)	Installation and up-gradation of HT/LT System		0	0	0	0	0
10	Power supply Failure	Rs. 10 per KW per hour of sanctioned or contract demand, as the case may be, subject to maximum of Rs. 200 per hour per consumer.	0	0	0	0	0
11	<b>Total</b>		0	0	0	0	0

**Format XV****Unauthorised Use of Electricity**

Name of Company            TATA Power-DDL  
Period of Report            March  
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<b>No. of cases booked</b>	<b>No. of cases where UUE is established by the Licensee</b>	<b>No. of cases where appeal filed by the consumer before the Appellate Authority</b>	<b>No. of cases decided by the Appellate Authority in favour of the Licensee</b>	<b>No. of cases decided by the Appellate Authority in favour of the consumer</b>
15	29	0	0	0

**Theft of Electricity**

Name of Company            TATA Power-DDL  
Period of Report            March  
Year                            2019

<b>No. of cases booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgement delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favour of Licensee</b>	<b>No. of cases decided by the Special Court in favour of consumer</b>
174	58	53	52	1