



**TATA POWER-DDL**

TPDDL/Regulatory/181

May 4, 2017

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 March-17 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-17** 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 K. Sinha**  
HoD-Regulatory

*Varun*

**Encl:** As stated above.

*Handwritten signature*

**Compliance of Standards of Performance**

S-1

Name of Discom: TPDDL  
 Period of Report: Mar 2017  
 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		7920	7916	4	4	0
Service line broken	Within six hours for Urban areas		2821	2821	0	0	0
Service line snapped from the pole	Within twelve hours for Rural areas		5566	5563	3	3	0
Fault in distribution line/system	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	2136	2136	0	0	0
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible Replacement of failed transformer within forty eight hours Temporary restoration of power supply within four hours, wherever feasible Rectification of fault within twelve hours	Rs. 100 for each day of default	102	102	0	0	0
HT mains failed	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	Rs. 200 for each day of default	10921	10918	3	3	0
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Recification action plan to be intimated to the Commission within seventy two hours Recification to be completed within twenty days	Rs. 500 for each day of default per day	0	0	0	0	0
Street light faults	Recification within seventy two hours	Rs. 50 for each day of default	9203	9127	76	76	0
<b>Total</b>			<b>42627</b>	<b>42559</b>	<b>88</b>	<b>88</b>	<b>0</b>
Local problem	Within four hours		2	2	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
<b>Total</b>			<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* With reference to Letter No. NDPL/JCCMIS dated July 18, 2008

**Compliance of Standards of Performance**

Annexure S-2

Name of Discom **TPDDL**  
 Period of Report **Mar**  
 MIS Report on Complaints about Meters\* **2017**

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	81	303	340	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	3	3	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	46	564	482	21	17	4
Replacement of Defective Meter	Within fifteen days of receipt of complaint	74	462	454	0	0	0
<b>Overall Result</b>		<b>201</b>	<b>1,332</b>	<b>1,279</b>	<b>21</b>	<b>17</b>	<b>4</b>

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

**Compliance of Standards of Performance**

Annexure S-3-a

Name of Discom  
Period of Report

TPDDL  
March

2017

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	71	518	464	1	1	0
Bawana	197	504	500	3	1	2
Civil lines	36	289	264	0	0	0
Keshavpuram	39	249	225	0	0	0
Mangol puri	121	966	883	0	0	0
Model town	37	332	298	0	0	0
Moti nagar	81	338	335	0	0	0
Narela	100	533	486	1	1	0
Pitam pura	51	377	332	0	0	0
Rohini	75	524	460	0	0	0
Shakti nagar	25	229	193	0	0	0
Shalimar bagh	139	1,400	1,233	0	0	0
<b>Total</b>	<b>972</b>	<b>6,259</b>	<b>5,673</b>	<b>5</b>	<b>3</b>	<b>2</b>

\* 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 **Mar 2017**  
**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	0	21	16	0	0	0
Bawana	21	20	20	0	0	0
Civil lines	2	9	8	0	0	0
Keshavpuram	1	8	7	0	0	0
Mangol puri	3	24	21	0	0	0
Model town	0	24	22	0	0	0
Moti nagar	1	9	5	0	0	0
Narela	1	25	20	0	0	0
Pitam pura	1	19	15	0	0	0
Rohini	1	11	10	0	0	0
Shakti nagar	0	10	7	0	0	0
Shalimar bagh	1	23	17	0	0	0
<b>Total</b>	<b>32</b>	<b>203</b>	<b>168</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**Compliance of Standards of Performance**

Name of Discom Period of Report	TPDDL Mar 2017	Annexure S-4	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	161	145	138	0	0	0	0		
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	178	39	58	1	1	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	125	14	22	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	9	2	2	0	0	0	0		
<b>Total</b>		<b>473</b>	<b>200</b>	<b>220</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>		

\* 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 March 2017  
 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	22	214	230	0	0	0
Bawana	21	196	211	0	0	0
Civil lines	11	102	112	0	0	0
Keshaypuram	16	142	156	0	0	0
Mangol puri	16	320	332	0	0	0
Model town	13	145	154	0	0	0
Moti nagar	20	217	233	0	0	0
Narela	20	168	184	1	1	0
Pitam pura	15	196	208	0	0	0
Rohini	26	311	335	0	0	0
Shakti nagar	11	99	107	0	0	0
Shalimar bagh	19	388	400	0	0	0
<b>Total</b>	<b>210</b>	<b>2,498</b>	<b>2,662</b>	<b>1</b>	<b>1</b>	<b>0</b>

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

**Compliance of Standards of Performance**

Annexure S-6

Name of Discom

TPDDL

Period of Report

March

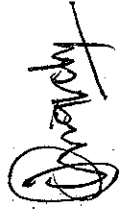
2017

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	1	35	28	0	0	0
Bawana	1	52	46	0	0	0
Civil lines	1	8	7	0	0	0
Keshavpuram	5	31	33	0	0	0
Mangol puri	8	39	37	0	0	0
Model town	1	12	10	0	0	0
Moti nagar	2	22	19	0	0	0
Narela	2	46	41	0	0	0
Pitam pura	1	18	12	0	0	0
Rohini	0	31	24	0	0	0
Shakti nagar	0	20	20	0	0	0
Shalimar bagh	1	21	19	0	0	0
<b>Total</b>	<b>23</b>	<b>335</b>	<b>296</b>	<b>0</b>	<b>0</b>	<b>0</b>

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





**Compliance of Standards of Performance**

Annexure S-7

TPDDL  
March 2017

Name of Discom  
Period of Report  
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		Requests not attended within specified time limit	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	1	15	16	0	0	0
Bawana	0	15	15	0	0	0
Civil lines	4	23	27	0	0	0
Keshavpuram	1	15	16	0	0	0
Mangol puri	3	40	40	0	0	0
Model town	3	32	34	0	0	0
Moti nagar	0	16	16	0	0	0
Narela	2	29	30	0	0	0
Pitam pura	1	15	16	0	0	0
Rohini	2	17	18	0	0	0
Shakti nagar	0	12	12	0	0	0
Shalimar bagh	2	35	37	0	0	0
<b>Total</b>	<b>19</b>	<b>264</b>	<b>277</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

**Compliance of Standards of Performance**

Name of Discom: TPDDL  
 Period of Report: Mar 2017  
 Annexure S-8

**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
<b>Complaints about consumer's bills</b>							
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	32	353	355	0	0	0
<b>Issues relating to disconnection/ reconnection of supply</b>							
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.	47	2,406	2,390	4	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	238	1,231	959	10	7	3
<b>Overall Result</b>		<b>317</b>	<b>3,990</b>	<b>3,704</b>	<b>14</b>	<b>11</b>	<b>3</b>

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

**Compliance of Standards of Performance**  
Annexure S-9

Name of Discom  
Period of Report  
**MIS Report on Billing**

TPDDL  
Mar  
2017

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7872	1
Provisional Billing	For not more than two billing cycles	6457	0
Provisional Bills generated for PL cases**		1129	

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