

Format I

**Fatal and non-fatal accident report**

Name of Company      TATA Power-DDL  
Period of Report      October  
Year                      2018

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	1	0	1	1	1	6	0	5

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

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

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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	North DMC Park Near Durga Mandir, Bhalaswa Dairy Near Pole HT503-59/9/3/1 Semi High Mast : CA No. 60020861955 Supply HVDS Pole No. HT503-59/12/2/2	01.10.2018	Non-Fatal	At around 6 pm on 01.10.2018, a call was received at Zonal office, Zone 503 from TPDDL Security Control Room, about an electric shock to a child at Bhalaswa Dairy Park Near Durga Mandir from Semi High Mast streetlight installed at park. Accordingly, on receiving call from control room, Breakdown Team of Zone 503 reached at site and found that the outgoing wire from meter leading to Semi High mast installed at park is passing through iron pipe and the team detected the current leakage in the same. The connection of the Semi High mast was immediately disconnected by breakdown team from HVDS Pole No HT503-59/12/2/2. where meter is installed.	Not shared	Not applicable	Not applicable	Leakage Checking done and intimated to MCD also.	Not applicable
2	H No. 1322 B1 Gali no. 4 Jain Nagar, Tirthankar Nagar Delhi 110081 Victim: Sh. Prem	28.10.2018	Fatal	On dated 29.10.2018 at around 17:00 Hrs, ASI Sh. Subash Dhaka visited the TPDDL zonal office Karala with the written request for shutdown for removal of Iron Box(Sandook) from the extended balcony Chajja as one boy died after getting electric shock in H No. 1322 B1 Gali no. 4 Jain Nagar Tirthankar Nagar Delhi 110081 while shifting the Iron Box(Sandook). The boy was taken to the hospital on 28.10.2018 and on dated 29.10.2018, he was declared dead. Delhi police was also informed by Hospital. ZSO on duty Mr. Dharmender Rohilla reached at site immediately along with ASI Subash Dhaka and enquired about the incident from local residents and he got to know that a 20-21 years old boy Name Sh. Prem resident of Sultan Puri Delhi was working as an helper and he was on his job while shifting House holds items from the Gali no. 2 of Jain Nagar to Gali no. 4 Jain Nagar and at the same time he got electrocuted through the 11KV line passing Near the illegal extend Chajja of this premises near pole No.HT513-4/6/10/2/4 on 11KV Jain Nagar Feeder.	Not shared	Not applicable	Not applicable	Public awareness to be increased through Nukkad Natak etc.	Not applicable

## Restoration of Power Supply

Name of Company  
Period of Report  
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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	17706	17706	17698	8	17706	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	5221	5221	5172	49	5221	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	20	20	20	0	20	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	6225	6225	6180	45	6225	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	679	679	679	0	679	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	1152	1152	1150	2	1152	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	1	1	1	0	1	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

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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	659	953	1612	1207	0	1207	405
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	2	1	3	2	0	2	1
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	276	583	859	654	1	655	204
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	118	646	764	620	24	644	120
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.	11	33	44	23	3	26	18



## 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.	274	146	420	212	39	251	169
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.	153	54	207	54	16	70	137
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	218	23	241	18	6	24	217
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	123	6	129	9	9	18	111
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	60	2	62	10	0	10	52

## 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	1582	359	1941	519	0	519	1422
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	635	2624	3259	2991	0	2991	268
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	105	1431	1536	1395	76	1471	65
Change of category	Change of category within 7 days of acceptance of application	113	478	591	327	109	436	155
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.	155	1060	1215	1081	1	1082	133
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	51	1982	2033	1949	0	1949	84
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.	569	1256	1825	1092	42	1134	691

## 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
<b>1</b>	<b>2</b>	<b>3=1+2</b>	<b>4</b>	<b>5=(4)*100/(3)%</b>
30092	61	30153	18	0.06

## 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)%
200	0	200	0	0

## Summary of Overall Standards of Performance

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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	17706	17698	8	99.95
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5221	5172	49	99.06
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		20	20	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		6225	6180	45	99.28
(v)	Continuous scheduled power outages		679	679	0	100.00
(vi)	Replacement of burnt meter or stolen meter		1152	1150	2	99.83

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	768	768	0	100
	Restoration of supply by 6:00 PM		768	768	0	100.00
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	12763	12761	2	99.98
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.087			
	SAIDI		0.077			
	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%	1060	940	0	0.06

## Compensation Details

Name of Company TATA Power-DDL  
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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

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.)
8	Fault in street light maintained by the Licensee	Rs.75 for each day of default	0	0	0	0	0
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  
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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>
9	28	0	0	0

**Theft of Electricity**

Name of Company            TATA Power-DDL  
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<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>
211	47	108	104	4