



**TATA POWER-DDL**

Office of the HoD-Regulatory

**TPDDL/Regulatory/181**

Aug 16, 2016

**The Secretary,**

Delhi Electricity Regulatory Commission

Viniyamak Bhawan, C- Block, Shivalik

Malviya Nagar

New Delhi-110017

**Sub: MIS Reports for Jun-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 Jun-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.

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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	Period of Report	MIS Report on Restoration of Power Supply & Quality of Power Supply	TPDDL Jun 2016	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				20382	19572	810	202	608	
					5066	5022	44	11	33	
					13056	12891	165	165	0	
Service line snapped from the pole	Within six hours for Urban areas Within twelve hours for Rural areas			Rs. 50 for each day of default	3147	3147	0	0	0	
					6852	6842	10	10	0	
Fault in distribution linesystem	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			Rs. 100 for each day of default	130	130	0	0	0	
					23566	23546	20	20	0	
HT mains failed	Rectification of fault within twelve hours			Rs. 200 for each day of default	40	40	0	0	0	
Problem in grid (33 KV or 66 KV) substation	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. 500 for each day of default per day	0	0	0	0	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. Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within fifteen days			Rs. 50 for each day of default	9355	9223	132	132	0	
					81594	80413	1181	540	641	
					14	13	1	1	1	
Street light faults	Rectification within seventy two hours			Rs. 50 for each day of default	0	0	0	0	0	
Local problem	Within four hours			Rs. 50 for each day of default	0	0	0	0	0	
Repair of distribution line / transformer / capacitor	Within thirty days			Rs. 100 for each day of default	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>14</b>	<b>13</b>	<b>12</b>	<b>1</b>	<b>1</b>	

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

**Compliance of Standards of Performance**

Annexure S-2

Name of Discom **TPDDL**  
 Period of Report **Jun 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	119	1,156	879	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	2	10	8	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	59	1,339	1,141	34	34	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	174	1,073	960	0	0	0
<b>Overall Result</b>		<b>354</b>	<b>3,578</b>	<b>2,988</b>	<b>34</b>	<b>34</b>	<b>0</b>

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



**Compliance of Standards of Performance**

**Annexure S-3-b**

Name of Discom **TPDDL**  
 Period of Report **Jun 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	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	7	24	25	0	0	0
Bawana	23	45	56	0	0	0
Civil lines	7	15	17	0	0	0
Keshavpuram	5	15	15	0	0	0
Mangol puri	4	18	20	0	0	0
Model town	6	11	13	0	0	0
Moti nagar	11	20	26	0	0	0
Narela	3	21	21	0	0	0
Pitampura	7	18	19	0	0	0
Rohini	6	25	22	0	0	0
Shakti nagar	4	13	15	0	0	0
Shalimar bagh	6	24	26	0	0	0
<b>Total</b>	<b>89</b>	<b>249</b>	<b>275</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-4

TPDDL

Jun

2016

Name of Discom

Period of Report

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	562	257	265	2	2	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
<b>Total</b>		<b>562</b>	<b>257</b>	<b>265</b>	<b>2</b>	<b>2</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 **Jun 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
Badli	20	221	239	0	0	0
Bawana	19	142	158	0	0	0
Civil lines	14	96	107	0	0	0
Keshavpuram	15	122	132	0	0	0
Mangol puri	18	284	300	0	0	0
Model town	9	131	139	0	0	0
Moti nagar	27	204	228	0	0	0
Narela	18	171	183	0	0	0
Pitam pura	21	163	177	0	0	0
Rohini	24	336	358	0	0	0
Shakti nagar	11	93	103	0	0	0
Shalimar bagh	34	290	317	0	0	0
<b>Total</b>	<b>230</b>	<b>2,253</b>	<b>2,441</b>	<b>0</b>	<b>0</b>	<b>0</b>

(Data extracted from system on 11th July-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 **Jun 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	17	41	56	0	0	0
Bawana	1	87	88	0	0	0
Civil lines	1	17	18	0	0	0
Keshavpuram	3	34	35	0	0	0
Mangol puri	3	103	106	0	0	0
Model town	1	13	14	0	0	0
Moti nagar	13	23	33	0	0	0
Narela	2	100	97	0	0	0
Pitampura	6	24	28	0	0	0
Rohini	9	44	50	0	0	0
Shakti nagar	2	33	28	0	0	0
Shalimar bagh	3	46	44	0	0	0
<b>Total</b>	<b>61</b>	<b>565</b>	<b>597</b>	<b>0</b>	<b>0</b>	<b>0</b>

(Data extracted from system on 11th July-16)  
 \* With reference to Letter No. NDP/L/CCM/3 dated July 18, 2008



**Compliance of Standards of Performance**

Annexure S-7

Name of Discom	Period of Report	TPDDL	Jun	2016	Request attended		Requests not attended within specified time limit	
					Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli		4	20	24	0	0	0	
Bawana		3	13	16	0	0	0	
Civil lines		1	10	11	0	0	0	
Keshavpuram		1	10	11	0	0	0	
Mangol puri		7	50	57	0	0	0	
Model town		1	10	11	0	0	0	
Moti nagar		2	14	16	0	0	0	
Narela		0	18	18	0	0	0	
Pitampura		2	3	4	0	0	0	
Rohini		4	22	26	0	0	0	
Shakti nagar		1	32	33	0	0	0	
Shalimar bagh		6	28	34	0	0	0	
<b>Total</b>		<b>32</b>	<b>230</b>	<b>261</b>	<b>0</b>	<b>0</b>	<b>0</b>	

(Data extracted from system on 11th July-16)  
 \* With reference to Letter No. NDPL/CCM/3 dated July 18, 2008

Compliance of Standards of Performance

Annexure S-8

Name of Discom **TPDDL**  
 Period of Report **Jun**

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	
<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.	3	60	62	0	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.	102	1,315	1,320	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	400	1,252	1,222	58	56	2	2
<b>Overall Result</b>		<b>505</b>	<b>2,527</b>	<b>2,504</b>	<b>70</b>	<b>68</b>	<b>2</b>	<b>2</b>

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

