

Compliance of Standards of Performance

S-1

Name of Discom TPDDL
 Period of Report Apr to Aug
 MIS Report on Restoration of Power Supply & Quality of Power Supply 2017

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	Rs. 50 for each day of default	75268	75158	110	102	8
Service line broken	Within six hours for Urban areas		25992	25991	1	1	0
Service line snapped from the pole	Within twelve hours for Rural areas		45394	45374	20	20	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		15936	15936	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	Rs. 100 for each day of default	41618	41618	0	0	0
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours	Rs. 200 for each day of default	864	864	0	0	0
Problem in grid (33 kV or 66 kV) substation	Restoration of supply from alternate source, wherever feasible within six hours		90768	90757	11	11	0
	Roster load shedding may be carried out to avoid overloading of alternate source. Repair and restoration of supply within forty eight hours		48	48	0	0	0
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours	Rs. 500 for each day of default per day	0	0	0	0	0
	Roster load shedding may be carried out to avoid overloading of alternate source.		0	0	0	0	0
	Rectification action plan to be intimated to the Commission within seventy two hours		0	0	0	0	0
	Rectification to be completed within twenty days		0	0	0	0	0
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	52349	52149	200	200	0
Total			348237	347895	342	334	8
Local problem	Within four hours	Rs. 50 for each day of default	37	37	0	0	0
Tap of transformer	Within three days		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		0	0	0	0	0
Total			37	37	0	0	0

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

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Annexure S-2

Name of Discom TPDDL
Period of Report Apr to Aug 2017
MIS Report on Complaints about Meters*

Nature of Complaint	Standard	Opening pendency	Total Complaints received	Total complaints Attended		Complaints not attended within specified time limit	
				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	53	4,159	3,918	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	16	16	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	39	4,869	4,229	151	115	36
Replacement of Defective Meter	Within fifteen days of receipt of complaint	50	3,493	3,151	1	1	0
Overall Result		142	12,537	11,314	152	116	36

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

Compliance of Standards of Performance

Annexure S-3-a

Name of Discom

TPDDL

Period of Report

Apr to Aug 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	65	2,708	2,451	0	0	0
Bawana	144	3,106	2,716	8	5	3
Civil lines	36	1,620	1,445	0	0	0
Keshavpuram	37	1,478	1,361	0	0	0
Mangol puri	113	6,444	5,835	0	0	0
Model town	54	1,689	1,563	0	0	0
Moti nagar	65	2,140	1,914	0	0	0
Narela	122	3,025	2,770	4	3	1
Pitam pura	48	1,981	1,816	0	0	0
Rohini	81	2,833	2,563	2	0	2
Shakti nagar	35	1,383	1,292	0	0	0
Shalimar bagh	166	6,869	6,267	0	0	0
Total	966	35,276	31,993	14	8	6

* 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

Apr to Aug 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	1	113	105	0	0	0
Bawana	19	190	177	2	2	0
Civil lines	2	94	90	0	0	0
Keshavpuram	2	54	52	0	0	0
Mangol puri	5	92	93	0	0	0
Model town	1	86	80	0	0	0
Moti nagar	3	79	77	0	0	0
Narela	3	131	115	0	0	0
Pitam pura	4	81	75	0	0	0
Rohini	1	109	105	0	0	0
Shakti nagar	1	54	49	0	0	0
Shalimar bagh	4	133	132	1	0	1
Total	46	1,216	1,150	3	2	1

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

Compliance of Standards of Performance

Name of Discom

TPDDL

Annexure S-4

Period of Report

Apr to Aug

2017

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 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	183	914	997	2	1	1
Electrified Areas(extension of lines,aug of Transformer,new Distribution Transformer is required)	One hundred and twenty days	160	226	223	8	6	2
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	140	96	114	22	18	4
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	8	0	8	0	0	0
Total		491	1,236	1,342	32	25	7

* 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

Apr to Aug

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	9	130	144	0	0	0
Bawana	7	166	173	0	0	0
Civil lines	4	46	52	0	0	0
Keshavpuram	4	93	95	0	0	0
Mangol puri	11	109	124	0	0	0
Model town	4	43	48	0	0	0
Moti nagar	6	95	108	0	0	0
Narela	7	124	131	0	0	0
Pitam pura	8	68	83	0	0	0
Rohini	6	90	98	0	0	0
Shakti nagar	1	67	69	0	0	0
Shalimar bagh	3	104	106	0	0	0
Total	70	1,135	1,231	0	0	0

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

Compliance of Standards of Performance

Annexure S-7

Name of Discom

TPDDL

Period of Report

Apr to Aug

2017

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	2	74	80	0	0	0
Bawana	1	79	91	0	0	0
Civil lines	1	114	120	0	0	0
Keshavpuram	2	53	57	0	0	0
Mangol puri	3	169	186	0	0	0
Model town	2	108	138	0	0	0
Moti nagar	3	67	75	0	0	0
Narela	1	83	95	0	0	0
Pitam pura	0	48	52	0	0	0
Rohini	1	88	96	0	0	0
Shakti nagar	0	98	104	0	0	0
Shalimar bagh	5	115	132	0	0	0
Total	21	1,096	1,226	0	0	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discom TPDDL 2017
 Period of Report Apr to Aug

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.	21	2,520	2,472	2	2	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.	62	6,957	6,849	55	51	4
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	536	6,179	6,376	107	99	8
Overall Result		619	15,656	15,697	164	152	12

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

Compliance of Standards of Performance

Annexure S-9

Name of Discom

TPDDL

Period of Report

Apr to Aug

2017

MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	40869	2
Provisional Billing	For not more than two billing cycles	35440	2
Provisional Bills generated for PL cases**		4597	

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