



TATA POWER-DDL

TPDDL/Regulatory/181
March 14, 2014

Ms. Jayshree Raghuraman
Secretary
Delhi Electricity Regulatory Commission
Viniyamak Bhawan, C- Block, Shivalik
Malviya Nagar
New Delhi-110017

Sub: MIS Reports for Feb-14 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.

Dear Madam,

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 Feb-14** 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.

for **TATA Power Delhi Distribution Limited**

Bhupender Bhushan Sachdev
Head - Business Development & Regulatory

Encl: As stated above.

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

Corporate Office : NDPL House Hudson Lines Kingsway Camp Delhi - 110 009

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 Feb 2014	Compliance of Standards of Performance						S-1	
Service Area	Standard	Compensation payable to consumer in case of violation of Standard (default shall be considered from the time consumer has made complaint)	Pending no. of Complaints Received	Total complaints Received	Complaints Attended		Complaints not attended within specified time limit		Pending no. of Complaints Received	
					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		0	6860	6838	22	22	0	0	
Service line broken	Within six hours for Urban areas		0	2076	2060	16	16	0	0	
Service line snapped from the pole	Within twelve hours for Rural areas		0	8901	8803	98	98	0	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	0	3743	3731	12	12	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	0	19	19	0	0	0	0	
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		0	2745	2717	28	28	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. 200 for each day of default	0	44	44	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. 500 for each day of default per day	0	0	0	0	0	0	0	
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	0	5183	5106	77	77	0	0	
Total			0	30835	30582	253	253	0	0	
Local problem	Within four hours		0	0	0	0	0	0	0	
Tap of transformer	Within three days	Rs. 50 for each day of default	0	0	0	0	0	0	0	
Repair of distribution line / transformer / capacitor	Within thirty days		0	0	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	0	0	
Total			0	0	0	0	0	0	0	

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Feb 2014**
 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 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	98	477	434	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	2	3	5	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	29	756	757	2	2	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	111	883	863	0	0	0
Overall Result		240	2,119	2,059	2	2	0

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



Compliance of Standards of Performance

Annexure S-3-a

Name of Discom **TPDDL**
 Period of Report **Feb 2014**
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 (D)	
			within 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	68	483	480	0	0	0
Bawana	374	603	830	2	2	0
Civil lines	40	283	264	0	0	0
Lawrance road	40	314	294	0	0	0
Mangol puri	117	927	958	0	0	0
Model town	59	386	400	0	0	0
Moti nagar	63	462	433	0	0	0
Narela	44	512	505	0	0	0
Pitam pura	63	418	418	0	0	0
Rohini	63	463	466	0	0	0
Shakti nagar	20	208	186	0	0	0
Shalimar bagh	151	1,103	1,021	0	0	0
Total	1,102	6,162	6,255	2	2	0

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discom
Period of Report

TPDDL
Feb 2014

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	4	21	23	0	0	0
Bawana	14	28	31	0	0	0
Civil lines	2	8	9	0	0	0
Lawrance road	4	8	12	0	0	0
Mangol puri	3	25	25	0	0	0
Model town	1	19	19	0	0	0
Moti nagar	6	17	20	0	0	0
Narela	4	28	29	0	0	0
Pitam pura	3	9	11	0	0	0
Rohini	1	4	5	0	0	0
Shakti nagar	2	17	18	0	0	0
Shalimar bagh	7	17	23	0	0	0
Total	51	201	225	0	0	0

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



Compliance of Standards of Performance

Annexure S-4

Name of Discom: TPDDL
 Period of Report: Feb 2014

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	1,021	239	296	15	13	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	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
Total		1,021	239	296	15	13	2

* 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 Feb 2014
 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	18	180	184	0	0	0
Bawana	14	107	116	0	0	0
Civil lines	19	76	84	0	0	0
Lawrance road	13	75	85	0	0	0
Mangol puri	49	267	294	0	0	0
Model town	23	101	119	0	0	0
Moti nagar	24	134	152	0	0	0
Narela	30	150	167	0	0	0
Pitam pura	26	138	157	0	0	0
Rohini	45	269	304	0	0	0
Shakti nagar	5	56	59	0	0	0
Shalimar bagh	44	298	323	0	0	0
Total	310	1,851	2,044	0	0	0

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

Prakash R.

Compliance of Standards of Performance

Annexure S-6

Name of Discom TPDDL
 Period of Report Feb
 MIS Report on Application for Load Reduction* 2014
 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	0	46	46	0	0	0
Bawana	2	91	93	0	0	0
Civil lines	2	22	24	0	0	0
Lawrance road	2	27	29	0	0	0
Mangol puri	2	84	86	0	0	0
Model town	0	14	14	0	0	0
Moti nagar	1	41	41	0	0	0
Narela	0	54	54	0	0	0
Pitam pura	3	34	36	0	0	0
Rohini	1	71	72	0	0	0
Shakti nagar	0	43	43	0	0	0
Shalimar bagh	2	31	32	0	0	0
Total	15	558	570	0	0	0

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



Compliance of Standards of Performance

S - 7

Name of Discom
Period of Report

TPDDL
Feb 2014

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	
			Within 10 Days	Above 10 days
Badli	2	11	13	0
Bawana	1	16	17	0
Civil lines	0	16	16	0
Lawrance road	2	8	9	0
Mangol puri	2	28	30	0
Model town	1	5	6	0
Moti nagar	2	14	16	0
Narela	2	17	19	0
Pitam pura	1	14	15	0
Rohini	0	13	13	0
Shakti nagar	3	21	24	0
Shalimar bagh	5	24	28	0
Total	21	187	206	0

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

Sharma

Compliance of Standards of Performance

Annexure S-8

Name of Discom: **TPDDL**
 Period of Report: **Feb**

2014

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.	4	65	52	0	0	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.	10	1,801	1,781	3	2	1
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	118	1,468	1,435	12	10	2
Overall Result:		132	3,334	3,288	15	12	3

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



