



TATAPOWER-DDL

TPDDL/Regulatory/181

July 25, 2014

Ms. Jayshree Raghuraman

Secretary

Delhi Electricity Regulatory Commission
Viniyamak Bhawan, C- Block, Shivalik
Malviya Nagar
New Delhi-110017

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

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 April-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.

Thanking you,

for **TATA Power Delhi Distribution Limited**

Jyotish Kumar Sinha
HOD-Regulatory Affairs

Encl: As stated above.

CIN No. : U40109DL2001PLC111526
Website : www.tatapower-ddl.com
Email : tpddl@tatapower-ddl.com
Tel : 66112222 Fax : 27468042

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

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

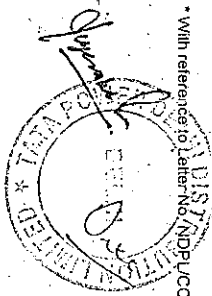
Compliance of Standards of Performance

S-1

Name of Discom: TPDDL
 Period of Report: Apr 2014
 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 cut or MCB tripped	Within three hours for Urban areas Within eight hours for Rural areas		6485	6470	15	14	1	
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas		2171	2168	3	3	0	
Service line snapped from the pole	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	6886	6661	5	5	0	
Fault in distribution line/system	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	2305	2304	1	1	0	
Distribution transformer failed/burnt	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 Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	922	922	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 Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	27	27	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 Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	4053	4040	13	13	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	29	29	0	0	0	
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	7241	7073	168	168	0	
Total			23939	23694	205	204	1	
Local problem	Within four hours		0	0	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	
Total			0	0	0	0	0	

With reference to Letter No NDP/UCCM3 dated July 18, 2008



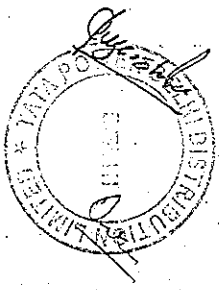
Compliance of Standards of Performance

Annexure S-2

Name of Discom: TPDDL
 Period of Report: Apr 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	104	312	334	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	2	4	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	58	713	622	5	5	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	116	820	738	0	0	0
Overall Result		280	1,849	1,699	5	5	0

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



Compliance of Standards of Performance

Annexure S-3-a

TPDDL

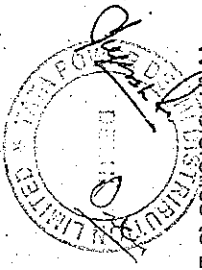
Apr

2014

Name of Discom
 Period of Report
 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	62	437	406	0	0	0
Bawana	126	627	497	3	2	1
Civil lines	85	282	295	0	0	0
Lawrance road	50	306	237	0	0	0
Mangol puri	138	1,000	912	0	0	0
Model town	65	382	372	0	0	0
Moti nagar	90	397	380	0	0	0
Narela	78	569	511	1	1	0
Pitam pura	68	411	355	0	0	0
Rohini	70	621	551	0	0	0
Shakti nagar	74	268	267	0	0	0
Shalimar bagh	172	1,191	1,075	0	0	0
Total	1,078	6,491	5,858	4	3	1

* 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 Apr 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 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	7	31	27	1	1	0
Bawana	11	36	28	0	0	0
Civil lines	5	8	12	0	0	0
Lawrance road	2	12	11	0	0	0
Mangol puri	2	30	23	0	0	0
Model town	3	22	17	0	0	0
Moti nagar	0	17	11	0	0	0
Narela	3	29	20	0	0	0
Pitam pura	3	23	21	0	0	0
Rohini	2	26	21	0	0	0
Shakti nagar	2	12	12	0	0	0
Shalimar bagh	11	28	34	0	0	0
Total	51	274	237	1	1	0

* With reference to letter No. NDPLCCM/3 dated July 18, 2008



Compliance of Standards of Performance

Annexure S-4

TPDDL

Apr

2014

Name of Discom

Period of Report

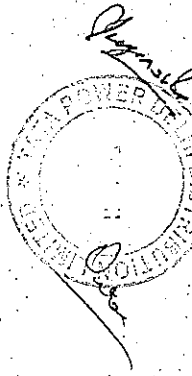
MIS report on New Connections Applications/Additional Load*

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	976	180	262	7	6	1
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		976	180	262	7	6	1

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



Compliance of Standards of Performance

Annexure S-5

Name of Discom: TPDDL
 Period of Report: Apr 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	31	135	142	0	0	0
Bawana	45	88	103	0	0	0
Civil lines	22	60	60	0	0	0
Lawrance road	13	47	50	0	0	0
Mangol puri	70	210	232	1	1	0
Model town	36	93	99	0	0	0
Moti nagar	38	124	123	0	0	0
Narela	41	111	122	0	0	0
Pitam pura	45	112	118	0	0	0
Rohini	80	211	208	0	0	0
Shakti nagar	25	52	56	0	0	0
Shalimar bagh	86	190	210	0	0	0
Total	532	1,433	1,523	1	1	0

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



Compliance of Standards of Performance

Annexure S-6

TPDDL

Apr

2014

Name of Discom

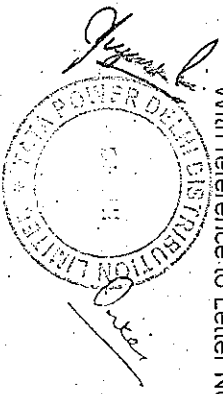
Period of Report

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	5	41	41	0	0	0
Bawana	3	79	78	0	0	0
Civil lines	3	31	30	0	0	0
Lawrance road	0	26	24	0	0	0
Mangol puri	4	77	77	0	0	0
Model town	1	31	32	0	0	0
Moti nagar	3	52	49	0	0	0
Narela	1	44	44	0	0	0
Pitam pura	8	25	29	0	0	0
Rohini	5	55	56	0	0	0
Shakti nagar	3	13	14	0	0	0
Shalimar bagh	0	48	46	0	0	0
Total	36	522	520	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
Period of Report

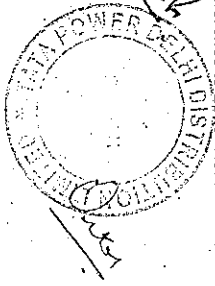
TPDDL
Apr

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.	5	33	36	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.	23	1,446	1,427	6	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.	134	1,859	1,760	32	31	1
Overall Result		162	3,338	3,223	38	37	1

* 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 2014
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7537	0
Provisional Billing	For not more than two billing cycles	10284	9
Provisional Bills generated for PL cases**		3156	

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

