



TATA POWER-DDL

TPDDL/Regulatory/181

August 21, 2014

Ms. Jayshree Raghuraman

Secretary

Delhi Electricity Regulatory Commission

Viniyamak Bhawan, C- Block, Shivalik

Malviya Nagar

New Delhi-110017

Sub: **MIS Reports for July-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 July-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,

Yours Sincerely,

for **TATA Power Delhi Distribution Limited**

Jyotish Kumar Sinha
HOD-Regulatory Affairs

Encl: As stated above.

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

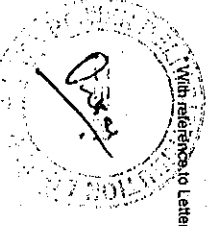
Corporate Office : NDPL House Hudson Lines Kingsway Camp Delhi - 110 009

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		Period of Report		Jul		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		Total complaints Received	Complaints Attended		Complaints not attended within specified time limit		
		(default shall be considered from the time consumer has made complaint)			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			14702	14549	153	153	0	
	Within eight hours for Rural areas			3789	3788	1	1	0	
	Within six hours for Urban areas			11845	11837	8	8	0	
Service line broken	Within twelve hours for Rural areas			3689	3581	108	108	0	
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.								
Service line snapped from the pole	Temporary Supply to be restored within four hours from alternate source, wherever feasible.			1738	1733	5	5	0	
	Rectification of fault and thereafter Restoration of normal power supply within twelve hours								
Fault in distribution line/system	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible			27	27	0	0	0	
	Replacement of failed transformer within forty eight hours								
Distribution transformer failed/burnt	Temporary restoration of power supply within four hours, wherever feasible.			6584	6544	20	20	0	
	Rectification of fault within twelve hours								
HT mains failed	Restoration of supply from alternate source, wherever feasible within six hours			49	49	0	0	0	
	Roster load shedding may be carried out to avoid overloading of alternate source.								
Problem in grid (33 KV or 66 KV) substation	Repair and restoration of supply within forty eight hours								
	Restoration of supply from alternate source, wherever feasible within six hours								
Failure of Power Transformer	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								
Street light faults	Rectification to be completed within fifteen days			7191	6436	755	755	0	
	Rectification within seventy two hours			49594	48544	1050	1050	0	
Local problem	Within four hours			17	17	0	0	0	
	Within three days			0	0	0	0	0	
Repair of distribution line / transformer / capacitor installation and Up-gradation of HT / LT System	Within thirty days			0	0	0	0	0	
	Within ninety days			0	0	0	0	0	
Total				17	17	0	0	0	

With reference to Letter No. NDP/UCM3 dated July 18, 2008



Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Jul** **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	202	1,401	1,172	1	1	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	10	9	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	119	1,530	1,509	42	42	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	344	1,400	1,490	13	13	0
Overall Result		666	4,341	4,180	56	56	0

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



Compliance of Standards of Performance

Annexure S-3-a

Name of Discom **TPDDL**
 Period of Report **Jul 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	67	525	513	2	1	1
Bawana	257	664	784	4	0	4
Civil lines	138	430	377	0	0	0
Keshavpuram	57	406	362	0	0	0
Mangol puri	146	1,289	1,164	0	0	0
Model town	125	408	456	0	0	0
Moti nagar	182	600	631	0	0	0
Narela	161	660	665	1	0	1
Pitam pura	127	517	570	0	0	0
Rohini	143	662	717	0	0	0
Shakti nagar	102	290	283	0	0	0
Shalimar bagh	381	1,270	1,344	5	3	2
Total	1,886	7,721	7,866	12	4	8

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jul 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
Badi	5	31	30	0	0	0
Bawana	18	55	60	0	0	0
Civil lines	3	34	28	0	0	0
Keshaypuram	8	20	24	0	0	0
Mangol puri	2	39	38	0	0	0
Model town	8	25	28	0	0	0
Moti nagar	18	57	61	0	0	0
Narela	14	33	39	0	0	0
Pitam pura	6	38	38	0	0	0
Rohini	4	29	29	0	0	0
Shakti nagar	2	16	14	0	0	0
Shalimar bagh	3	35	35	0	0	0
Total	91	412	424	0	0	0

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



Compliance of Standards of Performance

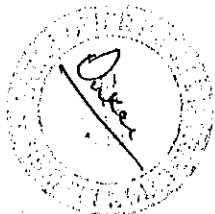
Annexure S-4

Name of Discom: TPDDL
 Period of Report: Jul 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	739	210	265	8	2	6
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		739	210	265	8	2	6

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



Compliance of Standards of Performance

Annexure S-5

Name of Discom: TPDDL
 Period of Report: Jul 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	21	173	178	0	0	0
Bawana	16	124	130	0	0	0
Civil lines	16	98	107	0	0	0
Keshavpuram	12	95	104	0	0	0
Mangol puri	22	257	264	0	0	0
Model town	26	111	125	0	0	0
Moti nagar	45	159	192	0	0	0
Narela	26	135	148	0	0	0
Pitam pura	27	159	180	0	0	0
Rohini	51	299	335	0	0	0
Shakti nagar	14	61	69	0	0	0
Shalimar bagh	37	255	275	0	0	0
Total	313	1,926	2,107	0	0	0

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



Compliance of Standards of Performance

Annexure S-6

Name of Discom

TPDDL

Period of Report

Jul

2014

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	3	31	34	0	0	0
Bawana	3	87	89	0	0	0
Civil lines	1	15	16	0	0	0
Keshavpuram	1	32	33	0	0	0
Mangol puri	3	87	89	0	0	0
Model town	1	17	17	0	0	0
Moti nagar	2	56	57	0	0	0
Narela	1	52	53	0	0	0
Pitam pura	1	32	31	0	0	0
Rohini	3	48	51	0	0	0
Shakti nagar	0	19	19	0	0	0
Shalimar bagh	0	36	36	0	0	0
Total	19	512	525	0	0	0

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



Compliance of Standards of Performance

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TPDDL
Jul

2014

Name of Discom
Period of Report
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
Badi	1	17	18	0
Bawana	3	20	23	0
Civil lines	1	28	27	0
Keshavpuram	2	18	20	0
Mangol puri	6	32	36	0
Model town	3	8	11	0
Moti nagar	4	19	23	0
Narela	3	11	13	0
Pitam pura	1	16	17	0
Rohini	2	17	19	0
Shakti nagar	3	22	23	0
Shalimar bagh	5	28	32	0
Total	34	236	262	0

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



Compliance of Standards of Performance

Annexure S-3

Name of Discom
Period of Report

TPDDL
Jul

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	38	40	0	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.	42	1,433	1,433	6	0	6	6
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.	143	1,654	1,614	25	22	22	3
Overall Result		190	3,125	3,087	31	22	22	9

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



Compliance of Standards of Performance

Annexure S-9

Name of Discom **TPDDL**
 Period of Report **Jul 2014**
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8766	0
Provisional Billing	For not more than two billing cycles	14686	1
Provisional Bills generated for PL cases**		4735	

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

