



TATA POWER-DDL

TPDDL/Regulatory/181
November 20, 2014

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

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

Madam,

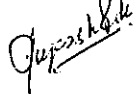
We write in reference to the Delhi Electricity Supply Code and Performance Standard Regulation 2007 notified in Delhi Gazette on 18.04.07.

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 October-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



Encl: As above.

Compliance of Standards of Performance

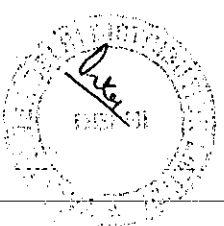
S-1

Name of Discom: TPDDL
 Period of Report: Oct
 MIS Report on Restoration of Power Supply & Quality of Power Supply

2014

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		6165	6155	10	10	0
Service line broken	Within six hours for Urban areas		1985	1985	0	0	0
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	7618	7608	10	10	0
Fault in distribution linesystem	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		2554	2553	1	1	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	1275	1275	0	0	0
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		33	33	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. 200 for each day of default	3748	3748	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	Rs. 500 for each day of default per day	10	10	0	0	0
Street light faults	Rectification within fifteen days Rectification within seventy two hours	Rs. 50 for each day of default	6713	6563	150	150	0
Total			30101	29930	171	171	0
Local problem	Within four hours		1	1	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			1	1	0	0	0

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



Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Oct 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	208	518	574	1	1	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	3	3	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	49	816	797	13	13	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	210	888	770	0	0	0
Overall Result		467	2,225	2,144	14	14	0

* 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 **Oct 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	79	464	422	0	0	0
Bawana	196	565	538	1	0	1
Civil lines	109	285	312	0	0	0
Keshavpuram	156	283	373	0	0	0
Mangol puri	335	1,055	992	0	0	0
Model town	93	365	343	0	0	0
Moti nagar	190	472	429	0	0	0
Narela	146	532	474	1	0	1
Pitam pura	123	507	319	0	0	0
Rohini	110	521	450	0	0	0
Shakti nagar	119	273	342	0	0	0
Shalimar bagh	323	1,037	999	0	0	0
Total	1,979	6,359	5,993	2	0	2

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

Q. Khan

Compliance of Standards of Performance

Annexure S-3-b

TPDDL

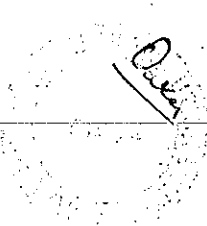
Oct 2014

2014

Name of Discom
 Period of Report
 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	5	19	16	0	0	0
Bawana	11	41	34	0	0	0
Civil lines	6	4	9	0	0	0
Keshavpuram	3	10	10	0	0	0
Mangol puri	4	10	12	0	0	0
Model town	5	6	8	0	0	0
Moti nagar	4	17	17	0	0	0
Narela	2	10	8	0	0	0
Pitam pura	3	8	9	0	0	0
Rohini	9	11	14	0	0	0
Shakti nagar	0	13	7	0	0	0
Shalimar bagh	6	16	17	1	1	0
Total	58	165	161	1	1	0

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



Compliance of Standards of Performance

Annexure S-4

Name of Discom: TPDDL
 Period of Report: Oct 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	689	183	174	9	5	4
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		689	183	174	9	5	4

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

Order

Compliance of Standards of Performance

Annexure S-5

Name of Discom TPDDL
 Period of Report Oct 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	19	102	107	0	0	0
Bawana	19	80	90	0	0	0
Civil lines	12	54	60	0	0	0
Keshavpuram	12	60	63	0	0	0
Mangol puri	15	145	153	0	0	0
Model town	24	61	71	0	0	0
Moti nagar	31	70	78	0	0	0
Narela	14	96	95	0	0	0
Pitam pura	18	104	114	0	0	0
Rohini	26	170	174	0	0	0
Shakti nagar	19	42	54	0	0	0
Shalimar bagh	34	178	189	0	0	0
Total	243	1,162	1,248	0	0	0

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



Compliance of Standards of Performance

Annexure S-6

Name of Discom
Period of Report

TPDDL
Oct

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	1	39	39	0	0	0
Bawana	2	80	82	0	0	0
Civil lines	2	11	11	0	0	0
Keshavpuram	0	51	51	0	0	0
Mangol puri	3	75	77	0	0	0
Model town	1	22	23	0	0	0
Moti nagar	1	42	43	0	0	0
Narela	0	51	51	0	0	0
Pitarn pura	0	47	47	0	0	0
Rohini	3	46	46	0	0	0
Shakti nagar	2	26	26	0	0	0
Shalimar bagh	0	70	70	0	0	0
Total	15	560	566	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 TPDDL
 Period of Report Oct 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	3	10	11	0
Bawana	4	9	12	0
Civil lines	1	3	3	0
Keshavpuram	3	16	19	0
Mangol puri	7	33	36	0
Model towh	1	15	15	0
Moti nagar	8	20	26	0
Narela	2	16	17	0
Pitam pura	5	8	10	0
Rohini	6	17	23	0
Shakti nagar	3	20	22	0
Shalimar bagh	4	24	26	0
Total	47	191	220	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discon
Period of Report

TPDDL
Oct

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.	2	31	30	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.	21	1,397	1,395	4	1	3
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	172	1,127	1,148	22	21	1
Overall Result		195	2,555	2,573	26	22	4

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

027

Compliance of Standards of Performance

Annexure S-9

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

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7928	0
Provisional Billing	For not more than two billing cycles	9201	0
Provisional Bills generated for PL cases**		4314	

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

Oct