

TPDDL/Regulatory/181 September 22, 2015

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

Sub: MIS Reports for August-15 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 August-15** 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

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MIS Report on Restoration of Power Supply & Quality of Power Supply
Period of Report Aug
Name of Discom TPDD1

2015

		Compensation payable to consumer in case of violation of Standard	Total	Complaints Attended	Attended	Complaints not attended within specified time limit	attended within time limit
		(default shall be considered from the time consumer has made complaint)	Received	within specified time limit	above specified time limit	Attributable to TPDDL	Not Aftiributable to TPDDL
E Slower out of MCB telepoor	Within three hours for Urban areas		19396	19169	227	206	21
Fuse plowif out of Mich alpha	Within eight hours for Rural areas		5618	5596	22	20	2
Service line broken	Within six hours for Urban areas		13961	13654	307	307	0
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	5061	5056	5	5	0
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.				:		>
Fault in disciplination in Bystem	Rectification of fault and thereafter Restoration of normal power supply within twelve hours		2402	200	-	-	
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	93	93	0	0	0
	Replacement of failed transformer within forty eight hours  Temporary restoration of power supply within four hours.						
HT mains failed	wherever feasible. Rectification of fault within twelve hours		12606	12565	41	41	0
Deskins in said /99 tot on 66 tot	Restoration of supply from alternate source, wherever feasible Rs. 200 for each day of default within six hours	Rs. 200 for each day of default		-			
substation	Roster load shedding may be carried out to avoid overloading of alternate source.	<u> </u>	<b>ယ</b>	ယ	0	0	0
	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	D her way					
	Rectification to be completed within filteen days						
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	9314	8951	363	363	0
Total			68694	67718	976	953	23
Local problem	Within four hours	Be 50 for each day of default	6	6	0	0	0
Tap of transformer	Within three days	ins. 30 to each day of detach	0	0	٥	٥	٥
Repair of distribution line / transformer / capacitor	Within thirty days	Do 100 for each day of default	0	0	0	0	0
Installation and Up-gradation of HT /	Within ninety days		0	0,	0	. 0	0
Total			. 6	6	0	0	0

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



Annexure S-2

Name of Discom

Period of Report

Aug

2015

MIS Report on Complaints about Meters\*

				Total complaints Attended (C)		Complaints not attended within specified time limit (D)	nded within specified nit (D)
Nature of Complaint	Standard	Opening pendancy	received (B)	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	393	1,071	1,183	- 1	1	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	1	2	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	62	1,072	964	41	36	СЛ
Replacement of Defective Meter	Within fifteen days of receipt of complaint	149	1,092	883		. 1	0
Overall Result		605	3,236	3,032	43	38	5

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



Annexure S-3-a

Name of Discom
TPDDL
Aug
2015
MIS Report on applications about new Connections applications (cases where power supply can be provided from existing network)\* TPDDL

6	43	49	7,719	7,694	2,915	Total
4	33	37	1,106	1,300	632	Shalimar bagh
0	0	0	531	401	220	Shakti nagar
0	0	0	658	570	330	Rohini
0	0.	0	445	456	160	Pitam pura
0	4	4	620	626	264	Narela
0	0	0	622	619	170	Moti nagar
0	0	0	418	408	125	Model town
0	0	0	1,441	1,398	381	Mangol puri
0	0	0	315	321	70	Keshavpuram
0	0	0	365	364	162	Civil lines
	6	7	725	725	296	Bawana
	0	1	473	506	105	Badli
Not Attributable to TPDDL	Attributable to TPDDL	beyond 30 days	within 30 days	(completed)	Cocining police	District
Requests not attended within specified time limit (D)	Requests not atte	Request attended	Request	Application	Opening pendancy	

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



Annexure S-3-b

Name of Discom
Period of Report

TPDDL Aug

20

MIS Report on applications about additional load (cases where power supply can be provided from existing network)\*

District         Opening pendancy later         Application Request attended within 30 days         Requests not attended within specified within 30 days         Requests not attended within specified within specified attended within specified within 30 days         Requests not attended within specified within specified within 30 days         Requests not attended within specified within 30 days         Proposition of a point of a po	•						
District         Opening pendancy linager         Application Request attended (completed)         Request attended within 30 days         Request attended (completed)           Ina         4         13         12         0           Ina         18         39         41         0           Ines         9         8         15         0           Ines         10         10         12         0           Inegar         7         15         17         0           1 pura         8         13         16         0           1 inagar         8         13         16         0           1 inagar         6         12         15         0           6         12         15         0	0	_		188	179	69	Total
District         Opening pendancy ina         Application Request attended (completed)         Request attended within 30 days         Request attended (completed)           Ina         4         13         12         0           Ines         4         10         9         0           avpuram         9         8         15         0           pol puri         2         14         12         0           si town         4         10         10         1           nagar         7         15         17         0           1 pura         8         13         16         0           1 nigar         2         8         13         16         0           1 nigar         2         8         8         0         0	0	0	0	15	12	တ	Shalimar bagh
District         Opening pendancy ines         Application Received (completed)         Received (completed)         within 30 days         beyond 30 days           Ines         4         13         12         0           avpuram         9         8         15         0           jol puri         2         14         10         12         0           1 town         4         10         10         1         0           1 a         4         13         16         0         0           1 pura         8         13         16         0         0           1 pura         8         13         14         0         0	0	0	0	8	8	2	Shakti nagar
District         Opening pendancy ines         Application Request attended (completed)         Received (completed)         within 30 days         beyond 30 days           Ina         4         13         12         0           avpuram         9         8         15         0           pl puri         2         14         12         0           nagar         7         15         17         0           n pura         8         13         16         0	0	0	0	14	14	>	Rohini
District         Opening pendancy ines         Application Request attended (completed)         Received (completed)         within 30 days         beyond 30 days           Ina         4         13         12         0           Ines         4         10         9         0           avpuram         9         8         15         0           gol puri         2         14         12         0           nagar         7         15         17         0           la         4         23         19         0	0	0	0	16	13	8	Pitam pura
District         Opening pendancy ines         Application Request attended (completed)         Received (completed)         within 30 days         beyond 30 days           Ina         18         39         41         0           avpuram         9         8         15         0           jol puri         2         14         10         10         1           nagar         7         15         17         0	0	0	0	19	23	4	Narela
District         Opening pendancy ines         Application Request attended (completed)         Received (completed)         within 30 days         beyond 30 days           Ina         18         39         41         0           avpuram         9         8         15         0           yl opuri         4         10         12         0           1 town         4         10         10         1	0	0	0	17	·15	7	Moti nagar
District         Opening pendancy ines         Application Request attended (completed)         Received (completed)         within 30 days         beyond 30 days           18         39         41         0           19         8         15         0           19         9         12         0           10         9         0         0           10         9         8         15         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         9         0         0           10         10	0			10	10	4	Model town
District         Opening pendancy Ines         Application Received Completed)         Application Received (completed)         Within 30 days         beyond 30 days           Ines         4         13         12         0           Ines         4         10         9         0           avpuram         9         8         15         0	0	0	0	12	14	2	Mangol puri
District         Opening pendancy Ina         Application Application Request attended (completed)         Received (completed)         within 30 days         beyond 30 days           18         39         41         0           10         9         0	0	0	0	15	∞	9	Keshavpuram
District Opening pendancy Received (completed)  Application Request attended within 30 days beyond 30 days  4 13 12 0  18 39 41 0	0	0	0	9	10	4	Civil lines
District Opening pendancy Received Completed)  Application Request attended within 30 days beyond 30 days  4 13 12 0	0	0	0	41	39	18	Bawana
Opening pendancy (completed)  Application Request attended within 30 days beyond 30 days	0	0	0	12	13	4	Badli
Request attended	Not Attributable to TPDDL	Attributable to TPDDL	beyond 30 days	within 30 days	Received (completed)	Opening pendancy	District
	ded within specified	Requests not attended	attended	Request	Application		

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



		Compliance of Standards of Performa	ndards of Perform	ance			
Name of Discom	TPDDL					Annexure S-4	S-4
Period of Report	Aug	2015					
MIS report on New Connections Applications/Additional Load*	onal Load*					-	-
Cases where power supply requires extension of distribution system and erection of substation	stribution system ar	nd erection of substa	tion				-
Network expansion/enhancement required to release supply	e supply						in the same of the
			Application	Request attended	ittended	Requests not attended within specified	led within specified
Service Area	Standard	Opening pendancy	Received (completed)	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	o	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required) twenty days	One hundred and twenty days	1,289	291	539	23	19	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 substation needs to be augmented)/ Un-Electrified Areas/ Three Hundred Green Field Projects (Where new network is to be laid Sixty Five days or grid station needs to be established)	Three Hundred and Sixty Five days	0	0	0	0	0	0
Total		1 289	291	539	23	19	4

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



Annexure S-5

Name of Discom

Period of Report

Aug

2015

MIS Report on Transfer of Ownership/Change of Consumer's connection\*

		Application	Request attended	attended	Requests not atten	Requests not attended within specified
District	Opening pendancy	Received	with in 2 billing	above 2 billing	Attributable to	Not Attributable to
	- +	(completed)	cycles	cycles	TPDDL	TPDDL.
Badli	25	230	237	0	0	0
Bawana	23	198	202	0	0	0
Civil lines	21	97	103	0	. 0	0
Keshavpuram	19	100	115	0	0	0
Mangol puri	27	386	393	0	0	0
Model town	15	145	147	0	0	0
Moti nagar	37	170	184	0	0	0
Narela	14	211	210	0	0	0
Pitam pura	25	196	204	0	0	0
Rohini	27	321	327	0	0	0
Shakti nagar	15	96	99	0	0	0
Shalimar bagh	47	296	312	0	0	0
Total	295	2,446	2,533	0	0	0
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<sup>\*</sup> With reference to Letter No. NDPL/CCM/3 dated July 18, 2008



Annexure S-6

Name of Discom

TPDDL Aug

2015

Period of Report

MIS Report on Application for Load Reduction\*

Standard: Load Reduction within 10 days of acceptance of application

	and a second secure of whole more con-					
		Number of	Request a	uest attended	Requests not attended within specified	led within specified
District	Opening pendancy	application received	Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	39	64 .	92	0	0	0
Bawana	84	126	122	0	0	0
Civil lines	5	21	21	0	0	0
Keshavpuram	0	46	41	0	0	0
Mangol puri	29	178	202	0	0	0
Model town	5	22	26	0	0	0
Moti nagar	13	52	58	0	0	0
Narela	45	62	89	0	0	0
Pitam pura	ω	35	35	0	0	0
Rohini	33	44	54	. 0	0	0
Shakti nagar	5	32	37	0	0	0
Shalimar bagh	55	85	119	0	0	0
Total	316	767	896	0	0	0
		•		•		

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



Compliance of Stand	Compliance of Standards of Performance			
			S-7	
Name of Discom	TPDDL			
Period of Report	Aug	2015		
MIS Report on Application for Change of Category*				
Standard: Change of category within 10 days of acceptance of application	f application	-		

Charles a charles of caregory million to days of acceptance of approximent	act of acceptance of	approace		
		Application	Request attended	attended
District	Opening pendancy	Received (completed)	Within 10 Days	Above 10 days
Badli	4	13	15	0
Bawana	4	17	20	0
Civil lines	3	16	17	0
Keshavpuram	ω.	10	12	0
Mangol puri	6	44	45	0
Model town	3	15	16	0.
Moti nagar	2	27	26	0
Narela	5	24	27	0
Pitam pura	3	14	15	0
Rohini	ω	24	24	0
Shakti nagar	ω	23	23	0
Shalimar bagh	5	27	28	0
Total	44	254	268	0

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



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Annexure S-8

Name of Discom

Teleport

Period of Report

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2015

## MIS Report on Billing Complaints & Disconnection/Reconnection\*

0	40	40	2,754	2,965	247		Overall Result
0	30	30	1,308	1,519	130	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	Consumer wanting disconnection
0	10	10	1,401	1,396	114	Licensee shall reconnect the consumer's installation within two days of payment of past clues 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 compiled with.	Request for reconnection
						Issues relating to disconnection/ reconnection of supply	Issues relating to dis
0	0	0	45	50	ω	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	Complaints on billing
						visumer's bills	Complaints about consumer's bills
Not Attributable to TPDDL	Attributable to TPDDL	Complaints attended beyond time limit	Complaints attended within time limit	Applications Received	Opening Pendency	Standard	Nature Of Complaint
nded within specified limit	Complaints not atten time	Total Complaints / Applications attended Complaints not attended within specified time limit	Total Complaints / A	Total Complaints /			

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



	Compliance of Stand	Compliance of Standards of Performance	
,		Annexure S-9	
Name of Discom	TPDDL		
Period of Report	Aug	2015	
MIS Report on Billing			

Service Area	Standard	No. of bills generated	generated
		within specified limit	above specified limit
First Bill	Within four billing cycles	7883	0
Provisional Billing	For not more than two billing cycles	13687	0
Provisional Bills generated for PL cases**		3671	

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

