

TPDDL/Regulatory/181 August 20, 2015

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

Sub: MIS Reports for May-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 May-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

HoD-Regulatory

Encl: As stated above.

	Compliance	Compliance of Standards of Performance					
Name of Discom Period of Report MIS Report on Restoration of Pow	TPDDL Period of Report May MIS Report on Restoration of Power Supply & Quality of Power Supply	2015					\$. 1
Service Area	Standard	Compensation payable to consumer in case of violation of Standard	Total	Complaint	nplaints Attended	Complaints not attended within specified time limit	laints not attended within specified time limit
		(default shall be considered from the time consumer has made complaint)	Received	within specified time limit	within specified above specified time limit	Attributable to	Not Attiributable to
Fuse blown out or MCB tripped	Within three hours for Urban areas		13288	13085	203	203	1,700-
Online in the state of the stat	vuliniti eight hours for Hural areas		4313	4298	ń	15	
Service line proken	Within six hours for Urban areas		9679	0550	1 2	ū	°
Service line snapped from the pole	Within twelve hours for Rural areas		6/96	9562	117	1177	0
	Temporary Supply to be restored within four hours from	Rs. 50 for each day of default	3702	3702	0	0	0
Fault in distribution line/system	estoration of normal p	<u> </u>	1912	1904	o	œ	0
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible Replacement of falled transformer within forty eight hours	Rs. 100 for each day of default	58	58	0	0	0
HT mains failed	Hemporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		6532	6521	-1	⇉	0
Problem in grid (33 kV or 66 kV) substation	Restoration of supply from alternate source, wherever feasible Rs. 200 for each day of default within six hours Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 200 for each day of default	14	14	0	0	0
	Repair and restoration of supply within forty eight hours Restoration of supply from alternate source wherever feasible						
	upply from alternate source, wherever feasible ding may be carried out to avoid overloading of						
Failure of Power Transformer	the Commission	Rs. 500 for each day of default per day	0	0	0	0	0
	reconcation to be completed within tifteen days					•	
light faults		Rs. 50 for each day of default	5947	3583			
			45445	3030	111	131	0
Tap of transformer		Rs 50 for each day of John	60	00	465	465	0
Repair of distribution line /	Within third days		0	0	0	0	0 0
Installation and Up-gradation of HT /		Rs. 100 for each day of default	o e	, ,	0	0	0
Total			60	8 -	6	0	
						_	_



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

Total Complaints received (B) 349 309 1,072 781 754 Total complaints Attended (C) Within sepcified above sepcified time limit time limit TF 2,084 Complaints Attended (C) Complaints Attended (C) Attrib time limit TF 754 309 754 309 754 309 754			Compilance	Compliance of Standards of Performance	ormance			
Standard Opening pendancy Total Complaints received (B) Within fifteen days of receipt of complaint time limit Within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within fifteen days of receipt of complaint Within fifteen days of receipt of supply by bypassing the burnt meter. Meter to be replaced within fifteen days Within fifteen days of receipt of 163 Within fifteen days of receipt of 163 Z72 Z202 Total Complaints within sepcified time limit within sepcified above sepcified time limit Total complaints Altended (C) Total complaints Attended (C)	Name of Discom Period of Report MIS Report on Complaints ab		2015				Annexure S	2
Within fifteen days of receipt of complaint within sepcified complaint within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within fifteen days of receipt of complaint	Notice of Complaint	2		Total Complaints	Total complaint	s Attended (C)	Complaints not attend time limits	led within specified it (D)
Within fifteen days of receipt of complaint 69 349 309 0 0 Within fifteen days of receipt of complaint 0 0 0 0 0 0 Within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within three days 40 1,072 1,021 16 16 Within fifteen days of receipt of complaint 163 781 754 3 2 272 2,202 2,202 2,084 10 10	in Combine	Starticard	Opening pendancy	received (B)	within sepcified time limit	above sepcified time limit	-	Not Attributable to TPDDL
Within fifteen days of receipt of complaint 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Testing of Meter - Fast	Within fifteen days of receipt of complaint	69	349	309	0	0	0
Within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within three days Within fifteen days of receipt of complaint 272 2202 2004 1,072 1,021 16 3	Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	0	0	0	0	0
Within fifteen days of receipt of complaint 163 781 754 3 272 2.202 2.084 10	Replacement of Burnt Meter	Within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within three days	. 40	1,072	1,021	ენ	6	0 (
272 2.202 2.084 19	Replacement of Defective Meter	Within fifteen days of receipt of complaint	163	781	754	ω	2	-
-,00	Overall Result		272	2,202	2,084	19	18	٠.

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



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Name of Discom
TPDDL
Period of Report
May
2015
MIS Report on applications about new Connections applications (cases where power supply can be provided from existing network)* Annexure S-3-a

District	Opening pendancy	Application Received	Request	Request attended	Requests not attended within specified time limit (D)	t attended within specified time limit (D)
		(completed)	within 30 days	beyond 30 days	Attributable to	Not Attributable to
Badli	244	VCY	043		וייטטב	17000
Dawas	377	924	012	0	0	0
Dawana	332	579	690	0	0	O G
Civil lines	115	361	336	0	0	0
Keshavpuram	122	358	371	0	0	
Mangol puri	477	1,408	1.427	0		> <
Wodel town	159	403	413	0	0	
Moti nagar	132	500	430			
Narela	204	625	506	0		
Plam pura	141	509	446	0	0	
Ronini	257	708	660	0		
Snakti nagar	89	312	257	0	0	0
Shalimar bagh	404	971	974	2	2	0
Total	2,676	7,258	7,122	2	2	2

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discom Period of Report

TPDDL May

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

0	0	0	353	336	65	Total
0	0	0	40	37	Сħ	Shalimar bagh
0	0	0	21	21	2	Shakti nagar
0	0	0	26	27	6	Rohini
0	0	0.	. 19	18	7	Pitam pura
0	0	0	51	48	6	Narela
0	0	0	33	32.	7	Moti nagar
0	0	0	22	17	6	Model town
0	0	0	32	28	ڻ. ن	Mangol puri
0	0	0	14	17		Keshavpuram
0	0	0	23	26	ω	Civil lines .
0	0	0	40	32	13	Bawana
0	0	0	32.	33	4	Badli
Not Attributable to TPDDL	Attributable to Not	beyond 30 days	within 30 days	Received (completed)	Opening pendancy	District
vithin specified	Requests not attended within specified	equest attended	Request	Application		

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



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		Compliance of Standards of Performance	ndards of Perform	ance			
Name of Discom	TPDDL	, ,				Annexure S-4	S-4
Period of Report	May	2015					
MIS report on New Connections Applications/Additional Load*	nal Load*						
Cases where power supply requires extension of distribution system and erection of substation	tribution system ar	nd erection of substa	ition				
Network expansion/enhancement required to release supply	e supply						
			Application	Request attended	attended	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	0	0	0	0
Electrified Areas(extension of lines, aug of Transformer, new Distribution Transformer is required)	One hundred and twenty days	1,121	357	346	-3	<u> </u>	. 0
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/ 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		1,121	357	346	1	-	0
* With reference to Letter No. NDPL/CCN/3 dated July 18, 2008	y 18, 2008						





	er's connection*	hip/Change of Consume	MIS Report on Transfer of Ownership/Change of Consumer's connection*
	2015	May	Period of Report
		TPDDL	Name of Discom
Annexure S-5			
GIIQIIIMIICG	Compilation of outlined as a silver		

		Application	Request	est attended	Requests not attende	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	50	156	177	0	0	0
Bawana	37	113	123	0	0	0
Civil lines	23	75	86	0	0	0
Keshavpuram	23	79	91	0	0	0 (
Mangol puri	37	230	230	0	0	0
Model town	18	71	84	0	0)
Moti nagar	52	130	142	0	0	0
Narela	26	133	138	0	0	0
Pitam pura	39	120	134	0	0	0
Rohini	60	251	267	0	0	0
Shakti nagar	28	60	72	0	0	0
Shalimar bagh	86	210	241	0	0	0
Total	479	1,628	1,785	0	0	0
						,

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



		Compliance of Standards of Perform	ards of Performance	0		
Name of Discom		TPDDL			Annexure S-6	S-6
Period of Report MIS Report on Application for Load Reduction*	eduction*	May	2015	-		
Standard: Load Reduction within 10 days of acceptance of application	s of acceptance of ap	pplication				
7.		Number of	Request	est attended	Requests not attend	Requests not attended within specified
District	Opening pendancy	appl	Within 10 Days	Above 10 days	Attributable to	Not Attributable to
Badli	0	43	42	О		
Bawana	0	108	108	0		0
Civil lines	1	23	24	0	0	D
Keshavpuram	2	32	33	0	o °	
Mangol puri		132	133	0	0 0	
Model town	3	22	24	0		
Moti nagar	6	46	46	0	0	0
Narela	ယ	75	72	0	0	0
Pitam pura	7	33	35		0	0
Ronini	2	34	35	0	0	0
Snakti nagar	1	20	20	0	0	0
Shalimar bagh		83	84	0	0	0
Total	27	651	656	0		

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



Compliance of Standards of Performance	is of Performance		
			S = 7
Name of Discom	TPDDL		
Period of Report	May	2015	
MIS Report on Application for Change of Category*	•		
Standard: Change of category within 10 days of acceptance of application	plication		

0	240	220	64	lotal
0	33	26	14	Shalimar bagh
0	34	33	2	Snakti nagar
0	21	19	51	Rohini Rohini
0	11	10	4	Pitam pura
0	18	17	4	Narela
0	19	17	7	Moti nagar
0	8	9		Model town
0	28	26	6	Mangol puri
0	19	14	7	Keshavpuram
0	13	12	2	Civil lines
0	11	မ	8	Bawana
0	25	28	4	Badii
Above 10 days	Within 10 Days	Received (completed)	Opening pendancy	רואמוכנ
attended	Request attended	Application	-	
		1	,	

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



သ	23	26	2,890	2,830	276		Overall Result
N	9	11	1,579	1,574	162	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	disconnection
-3	14	. 15	1,288	1,230	114	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.	Request for reconnection
						Issues relating to disconnection/reconnection of supply	Issues relating to dis
0	0	0	23	26	0	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	Complaints on billing
	-		,		-	nsumer'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	reaction of Company
attended within specified time limit	Complaints not attended within specified time limit	Total Complaints / Applications attended	Total Complaints / A	Total Complaints /			National
						MIS Report on Billing Complaints & Disconnection/Reconnection*	MIS Report on Billing
S-8	Annexure S-8				2015	TPDDL May	Name of Discom Period of Report
				mance	Compliance of Standards of Performance	Compliance of	

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



Compliance of Standards of Performance
Annexure S-9

TPDDL May

Name of Discom
Period of Report
MIS Report on Billing

2015

	Standard	No. of bills generated	generated
Service Area	Contract	within specified limit	above specified limit
Direct Bill	Within four billing cycles	7681	0
Provisional Billing	For not more than two	13206	
1	billing cycles		
Provisional Bills generated		3849	
for PL cases**			

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

