

TPDDL/Regulatory/181 October 19, 2015

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

Sub: MIS Reports for September-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 September-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<sub>→</sub>Regulatory

**Éncl:** As stated above.

	Compliance	Compliance of Standards of Performance	nce				
Name of Discom	TPODL						S-1
Period of Report MIS Report on Restoration of F	Period of Report  Sep  MIS Report on Restoration of Power Supply & Quality of Power Supply	2015					
		Compensation payable to consumer in case of		Complaint	plaints Attended	Complaints not	Complaints not attended within
Service Area	Standard	violation of Standard	Total	Complaint	s Attended	specified	specified time limit
	-	(default shall be considered	Received	1			Not
		from the time consumer has made complaint)		time limit	above specified time limit	Attributable to	Attiributable to
Fuse blown out or MCB tripped	Within three hours for Urban areas	1	13013	12899	114	66	48
Service in bolon	vertical elegation of states areas		3816	3805	=	3	8
Service interproken			9243	9193	50	50	0
Service line snapped from this pole	<u> </u>	Rs. 50 for each day of default	3368	3363	5	5	٥
Fault in distribution line/system	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		1858	1856	N	N (	0
Distribution transformer faile (rburnt	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	43	. 38	O1	Ø	0
HT mains failed	itemporary restoration of power supply within four hours, wherever feasible.  Rectification of fault within twelve hours		8126	8105	21	21	0
Problem in grid (33 kV or 66 kV)	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			17	17	o	0	0
	repair and restoration of supply within forty eight hours Restoration of supply from alternate source, wherever feasible within six hours		٠.				
Failure of Power Transformer	dding may be carried out to avoid overloading of a.	Rs. 500 for each day of default	•	,			
	Rectification action plan to be intimated to the Commission within seventy two hours		c		o	0	0
10.00	Rectification to be completed within fifteen days		•				
Street light faults		Rs. 50 for each day of default	8775	8279	496	Aos	
Total			48259	17565	200	250	
Local problem		Be so for each day of dofay.	2	2	0 04	0.8	56
Repair of distribution line	Within three days	the color cacil day of delacit	0	0	0	0	٥
ner / c	Within thirty days		0	0	0	0	0
LT System	Within ninety days	ks. Too for each day or default -	0	0	0	>	0
Total			2	2	0	0	0 6
	•						

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

 Replac Meter	Replac	Testing	Testing	ر بوشند		Name Period MIS Re		
Replacement of Defective Meter	Replacement of Burnt Meter	Testing of Meter - Slow	Testing of Meter - Fast	Nature of Complaint	MINISTER CONTRACTOR	Name of Discom Period of Report MIS Report on Complaints about Meters*		
tive	Meter	~	•	aint		laints abo		
Within fifteen days of receipt of complaint	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	Within fifteen days of receipt of complaint	Standard		TPDDL Sep out Meters*		
354	130	0	280	Opening pendancy		2015	Compliance c	
1,033	920	12	1,392	received (B)			Compliance of Standards of Performance	
1,053	880	7	1,242	within sepcified time limit	Total complaints Attended (C)	·	ormance	
<b></b>	40	0	0	above sepcified time limit				
<b></b>	37	0	0	Attributable to TPDDL	Complaints not attended within specified time limit (D)	Annexure S-2		
0	ω	0	. 0	Not Attributable to TPDDL	tattended within specified time limit (D)	S-2		

<sup>\*</sup>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
Sep
2015
MIS Report on applications about new Connections applications (cases where power supply can be provided from existing network)\*

	Total	Shali	Shak	Rohini	Pitan	Narela	Moti	Mod	Man	Kesh	Civil lines	Bawana	Badli		
		Shalimar bagh	Shakti nagar	D.	Pitam pura	a	Moti nagar	Model town	Mangol puri	Keshavpuram	lines	ana			
e de la constante de la consta							- Passona						- Probability	The state of the s	District
	2,761	771	87	231	171	241	171	123	321	77	160	276	132		Opening pendancy
	6,966	1,051	307	582	463	576	526	381	1,326	320	337	629	468	(completed)	Application Received
	7,129	1,244	291	601	470	597	535	367	1,314	320	405	574	411	within 30 days	Request
	86	72	0	0	. 0	-	0	1	0	0	1	11	0	beyond 30 days	uest attended
	80	68	0	0	0	-	0	_	0	0	_	9	0	Attributable to TPDDL	Requests not attended within specified time limit (D)
	6	4	0	0	0	0	0	0	0	0	0	2	0	Not Attributable to TPDDL	ded within specified nit (D)

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discori

Period of Report

Sep

2015

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

Total	Shall	Shak	Rohini	Pitan	Narela	Moti	Mode	Mane	Kesh	Civil lines	Bawana	Badli			
	Shalimar bagh	Shakti nagar	2.	Pitam pura	120	Moti nagar	Vlodel town	Mangol puri	\(\text{eshavpuram}\)	lines	na				
													District		
54	3	2		თ	7	5	ω	4	3	ហ	11	5	Opening pendancy		
196	16	9	17	7	20	17	17	12	13	15	36	17	Received (completed)	Application	
172	10	9	10	10	19	16	14	15	11	15	32	11	within 30 days	Request	-
1	0	0	0	0	1	0	0	0	0	0	0	. 0	beyond 30 days	Request attended	
1	0	0	0	0	1	0	0	0	0	0	0	0	Attributable to TPDDL	Requests not attend	
0	0	0	0	0	0	0	0	0	0	0	0	0	Not Attributable to TPDDL	Requests not attended within specified	

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



Electrified Areas(extension of lines, aug of Electrified Areas(extension of five poles line required) MIS report on New Connections Applications/Additional Load\* Cases where power supply requires extension of distribution system and erection of substation Period of Report station needs to be augmented)/ Un-Electrified Areas/ Green Field Projects (Where new network is to be laid to be strengthened)/ Un-Electrified Area (Where Electrified Areas (Where existing 11 KV network needs Name of Discom Electrified Areas (Where existing 66/33 kV grid subaugmentation from rearby existing network is possible) Transformer, new Distribution Transformer is required) or grid station needs to be established) Network expansion/enhancement required to release supply Service Area One hundred and twenty days Fifteen days Sixty Five days eighty days Three Hundred and One hundred and Standard TPDDL Opening pendancy Compliance of Standards of Performance 1,064 2015 1,064 0 0 0 Application Received (completed) 277 277 0 0 within specified limit 481 481 0 0 0 Request attended above specified Ī 12 0 0 0 Requests not attended within specified Attributable to TPDDL  $\vec{z}$ 0 0 0 Annexure S-4 Not Attributable to TPDDL 0 0



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

Name of Discom
Period of Report
Sep
2015
MIS Report on Transfer of Ownership/Change of Consumer's connection\* Compliance of Standards of Performance Annexure S-5

	Total	Shalimar bagh	onaku nagar	Ronn	Pitam pura	Narela	Not nagar	Motel town	Madel to un	Monaclani	Copposition	Civil lines	Dau	002	-	
															DISTRICT	
	346	48	17	30	30	23	29	31	43	0.10	22	32	37		Opening pendancy	
	2,066	260	79	298	155	158	152	114	311	112	86	143	198	(completed)	Received	Application
	2.224	283	85	301	168	177	167	129	331	114	93	164	212	cycles	with in 2 billing	124 6
	0	0	0	0	0	0	0	0	0	0	0	0	0	cycles	above 2 billing	uest attended
•	O	0	0	0	0	0	0	0	0	0	0	0	0	TPDDL	Attributable to	Requests not attende
	D	0	0	0	0	0	0	0	0	0	0	0	0	TPDDL	Not Attributable to	Requests not attended within specified

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



Name of Discom Sep 2015	Compliance of Standards of Performance
	Annexure S-6

Standard Load Neduction within to say			Request	uest attended	Requests flot attended within specific	aca within about
District	Opening pendancy	Number of application received	Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to
1			4	O.	0	0
	12	6	4-		0	0
Bacil	3	118	152	c		
Bawaha	80		27	O	0	C
Civil lines	5	24	21	> (	O	0
	7	53	56			
Vesitarbarani	ת	179	179	C	C	
Mangol puri		30	23	0	0	C
Model town		NO.		D	0	0
	7	3/	20			n i
MOII Hayar	30	82	54	C	ć	
Narela	20	30	42	0	0	0
Pitam pura	4	SS	11.	2	0	0
	23	/1	144		0	0
	0	44	41	C	C	
Snakti nagai				•	<del>-</del> .	0
	21	78	47			
Shalimar badh		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	722	O		0
Shallmar bagh				•		

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



TPDDL           TPDDL           Sep         2015           MIS Report on Application for Change of Category*         Sep         2015           MIS Report on Application Standard : Change of category within 10 days of acceptance of application         Application         Repulation         Received (completed)         Within 10 E           Badili         2         23         23         23         23         23         24         15         22         23         17         15         22         14         15         15         15         14         15         15         14         15         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         15         14         14         15         14         14         15         14         14         15         14			Compliance of Standards of Performance	ards of Performanc	ě	
teport on Application for Change of Category*           ard : Change of category within 10 days of acceptance of application         Application Recoved (completed)         Recoved (completed)         Within 10 Da           District         2         23         23           na         1         18         17           nes         3         20         22           avpuram         6         47         51           Itown         5         13         17           lagar         6         21         24           a pura         4         17         18           i nagar         4         16         16           i nagar         7         29         31           mar bagh         7         29         31	Name of Discor Period of Repor	<b>, , , , , , , , , , , , , , , , , , , </b>		TPDDL Sep	2015	
ard : Change of category within 10 days of acceptance of application         Received (completed)         Received (completed)         Within 10 Days of acceptance of application         Received (completed)         Within 10 Days of acceptance of application         Received (completed)         Within 10 Days of acceptance of application         Received (completed)         Within 10 Days of acceptance of application         Received (completed)         Within 10 Days of acceptance of application         Received (completed)         Within 10 Days of acceptance of application         Received (completed)         Within 10 Days of acceptance of application         Received (completed)         Within 10 Days of acceptance of application         Acceptance of application         Within 10 Days of acceptance of application         Acceptance of application         Acceptance of application         Within 10 Days of acceptance of application         Acceptance of application         Within 10 Days of application         Acceptance of application         Acceptance of application         Within 10 Days of application         Acceptance of applicat	MIS Report on A	Application for Change	of Category*			
District         Opening pendancy         Application Received (completed)         Received (completed)         Within 10 Da           na         1         18         17           nes         3         20         22           avpuram         6         47         51           I town         5         13         17           nagar         6         21         24           a pura         4         17         18           pura         4         16         16           i nagar         7         29         31           mar bagh         7         29         31	Standard: Chan	ge of category within 10	days of acceptance of	application		
District         Opening pendancy (completed)         Received (completed)           na         2         23           nes         3         20           avpuram         2         14           ol puri         6         47           I town         5         13           agar         4         17           a         2         12           pura         2         12           ii         4         16           inagar         4         30           ii         4         30           inagar         29				Application		uest attended
na     2     23       nes     1     18       nes     3     20       avpuram     2     14       ol puri     6     47       l town     5     13       nagar     6     21       a     4     17       pura     2     12       ii nagar     4     16       ii nagar     7     29       mar bagh     7     29		District	Opening pendancy	Received (completed)	Within 10 Days	
na     1     18       nes     3     20       nes     3     20       a puri     6     47       a pura     6     21       a pura     4     17       pura     2     12       i nagar     4     16       i nagar     7     29       mar bagh     7     29	Badli		2	23 ·	23	
3     20       2     14       6     47       5     13       6     21       7     16       7     29       46     260	Bawana		1	18	17	
2     14       6     47       5     13       6     21       17     17       2     12       4     16       4     30       7     29       46     260	Civil lines		3	20	22	
6     47       5     13       6     21       4     17       2     12       4     16       4     30       7     29       46     260	Keshavpuram		2	14	· 15	
5     13       6     21       4     17       2     12       4     16       4     30       7     29       46     260	Mangol puri		6	47	51	_
6     21       4     17       2     12       4     16       4     30       7     29       46     260	Model town		5	13	17	L
4     17       2     12       4     16       4     30       7     29       46     260	Moti nagar	-	6	21	24	
2     12       4     16       4     30       7     29       46     260	Narela		4	17	18	_
4     16       4     30       7     29       46     260	Pitam pura		2	12	13	
7 29 46 <b>260</b>	Rohini		4	16	16	
7 29 46 <b>260</b>	Shakti nagar		4	30	33	_
46 260	Shalimar bagh		7	29	31	
	Total		46	260	280	





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	Compliance of	Compliance of Standards of Performan	mance		-		
Name of Discom	TPDDL					Annexure S-8	S-8
Period of Report	Sep	2015	-		•		
MIS Report on Billing	MIS Report on Billing (20mplaints & Disconnection/Reconnection*						
			Total Complaints /	Total Complaints / Applications attended	pplications attended	Complaints not atter	Complaints not attended within specified time limit
Name of Complaint	Standard	Opening Pendency	Applications Received	Complaints attended within time limit	Complaints attended beyond time limit	Attributable to TPDDL	Not Attributable to TPDDL
Complaints about consumer's bills	onsumer's bills						
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	80	51	57	0	0	0
issues relating to dis	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.	98	2,150	2,062	20	19	
Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the	311	1,565	1 485	28	S .	<b>3</b>
Overall Result							

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



	Compliance of Standa	nce of Standards of Performance
AND DESCRIPTION .		Annexure S-9
Name of Discom	TPDDL	
Period of Report	Sep	2015
MIS Report on Billing		

Service Area	Standard	No. of bills generated	generated
a restaura		within specified limit	above specified limit
First Bill	Within four billing cycles	8263	0
Provisional Billing	For not more than two	136/0	O
AN Manush	billing cycles	13049	c
Provisional Bills generated		2000	
for PL cases**		4009	

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

