



**TATA POWER-DDL**

TPDDL/Regulatory/181  
Jan 20, 2016

**The Secretary,**  
**Delhi Electricity Regulatory Commission**  
Viniyamak Bhawan, C- Block, Shivalik  
Malviya Nagar  
New Delhi-110017

**Sub: MIS Reports for December-15 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.**

Sir,

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 December-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.

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**Compliance of Standards of Performance**

S-1

Name of Discom: TPDDL  
 Period of Report: Dec 2015  
 MIS Report on Restoration of Power Supply & Quality of Power Supply

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	
		Rs. 50 for each day of default	Rs. 200 for each day of default		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			6162	6044	118	26	92	
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas			2176	2166	10	0	10	
Service line snapped from the pole	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	Rs. 50 for each day of default		7207	7162	45	45	0	
Fault in distribution line/system	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible Replacement of failed transformer within forty eight hours Temporary restoration of power supply within four hours, wherever feasible Rectification of fault within twelve hours			2647	2647	0	0	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 Temporary restoration of power supply within four hours, wherever feasible Rectification of fault within twelve hours	Rs. 100 for each day of default		1405	1404	2	2	0	
HT mains failed	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 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 Rectification to be completed within fifteen days	Rs. 200 for each day of default		5388	5382	6	6	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 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 Rectification to be completed within fifteen days	Rs. 500 for each day of default per day		14	14	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 Rectification to be completed within fifteen days	Rs. 500 for each day of default per day		0	0	0	0	0	
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default		6783	6712	71	71	0	
<b>Total</b>				<b>31840</b>	<b>31588</b>	<b>252</b>	<b>150</b>	<b>102</b>	
Local problem	Within four hours	Rs. 50 for each day of default		0	0	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	Rs. 100 for each day of default		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	
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

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



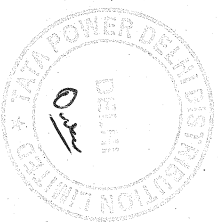
**Compliance of Standards of Performance**

Annexure S-2

Name of Discom **TPDDL**  
 Period of Report **Dec 2015**  
 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 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	127	351	418	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	0	0	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	54	646	575	21	20	1
Replacement of Defective Meter	Within fifteen days of receipt of complaint	169	851	665	1	1	0
<b>Overall Result</b>		<b>350</b>	<b>1,848</b>	<b>1,658</b>	<b>22</b>	<b>21</b>	<b>1</b>

\* 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

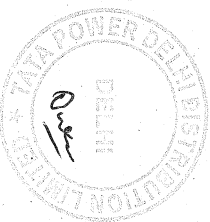
Dec

2015

**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
Badi	129	502	506	1	1	0
Bawana	185	601	553	4	3	1
Civil lines	138	262	336	0	0	0
Keshavpuram	89	260	284	0	0	0
Mangol puri	242	1,032	1,030	0	0	0
Model town	137	358	424	1	0	1
Moti nagar	169	442	482	0	0	0
Narela	154	484	490	0	0	0
Pitam pura	128	396	423	0	0	0
Rohini	127	566	519	0	0	0
Shakti nagar	80	283	300	0	0	0
Shalimar bagh	391	1,187	1,235	1	1	0
<b>Total</b>	<b>1,969</b>	<b>6,373</b>	<b>6,582</b>	<b>7</b>	<b>5</b>	<b>2</b>

\* 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  
Dec 2015

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	7	8	7	3	0	3
Bawana	7	21	19	1	1	0
Civil lines	5	6	7	0	0	0
Keshavpuram	3	3	3	0	0	0
Mangol puri	2	12	10	0	0	0
Model town	2	7	4	1	1	0
Moti nagar	4	11	13	0	0	0
Narela	6	12	14	1	0	1
Pitam pura	2	4	3	0	0	0
Rohini	1	10	10	0	0	0
Shakti nagar	0	4	4	0	0	0
Shalimar bagh	2	8	6	1	1	0
<b>Total</b>	<b>41</b>	<b>106</b>	<b>100</b>	<b>7</b>	<b>3</b>	<b>4</b>

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



**Compliance of Standards of Performance**

Annexure S-4

Name of Discom **TPDDL**  
 Period of Report **Dec 2015**

**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	803	281	342	31	29	2
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
<b>Total</b>		<b>803</b>	<b>281</b>	<b>342</b>	<b>31</b>	<b>29</b>	<b>2</b>

\* 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 **Dec 2015**  
 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	27	187	201	0	0	0
Bawana	26	102	118	0	0	0
Civil lines	12	75	82	0	0	0
Keshavpuram	13	103	108	0	0	0
Mangol puri	35	249	271	0	0	0
Model town	9	105	109	0	0	0
Moti nagar	20	135	143	0	0	0
Narela	18	125	134	1	1	0
Pitam pura	26	162	173	0	0	0
Rohini	26	312	327	0	0	0
Shakti nagar	7	69	74	0	0	0
Shalimar bagh	32	229	239	0	0	0
<b>Total</b>	<b>251</b>	<b>1,853</b>	<b>1,979</b>	<b>1</b>	<b>1</b>	<b>0</b>

(Data extracted from system on 15<sup>th</sup> January-16)  
 \* With reference to Letter No. NDP/L/CCM/3 dated July 18, 2008



**Compliance of Standards of Performance**

Annexure S-6

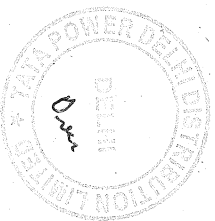
Name of Discom **TPDDL**  
 Period of Report **Dec 2015**

**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	42	54	26	0	0	0
Bawana	4	125	122	0	0	0
Civil lines	15	26	38	0	0	0
Keshavpuram	0	52	49	0	0	0
Mangol puri	13	521	520	0	0	0
Model town	6	21	24	0	0	0
Moti nagar	75	77	85	1	1	0
Narela	3	86	81	0	0	0
Pitam pura	7	41	44	0	0	0
Rohini	113	61	103	0	0	0
Shakti nagar	7	43	47	0	0	0
Shalimar bagh	48	111	122	0	0	0
<b>Total</b>	<b>333</b>	<b>1,218</b>	<b>1,261</b>	<b>1</b>	<b>1</b>	<b>0</b>

(Data extracted from system on 15<sup>th</sup> January-16)  
 \* With reference to Letter No. NDP/CCM/3 dated July 18, 2008





**Compliance of Standards of Performance**

S - 7

Name of Discom  
Period of Report

TPDDL  
Dec

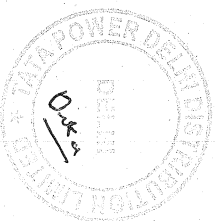
2015

**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	2	10	11	0
Bawana	3	12	12	0
Civil lines	6	12	15	0
Keshavpuram	2	8	10	0
Mangol puri	3	33	35	0
Model town	4	7	9	0
Moti nagar	3	24	27	0
Narela	5	16	20	0
Pitam pura	1	9	9	0
Rohini	5	14	18	0
Shakti nagar	2	25	26	0
Shalimar bagh	6	26	28	0
<b>Total</b>	<b>42</b>	<b>196</b>	<b>220</b>	<b>0</b>

(Data extracted from system on 15<sup>th</sup> January-16)  
\* With reference to Letter No. NDP/L/CCM/3 dated July 18, 2008



**Compliance of Standards of Performance**

Annexure S-8

Name of Discom: **TPDDL**  
 Period of Report: **Dec 2015**

**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
<b>Complaints about consumer's bills</b>							
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	5	32	35	0	0	0
<b>Issues relating to disconnection/ reconnection of supply</b>							
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.	76	2,019	1,970	6	6	0
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	499	1,388	1,322	62	60	2
<b>Overall Result</b>		<b>580</b>	<b>3,439</b>	<b>3,327</b>	<b>68</b>	<b>66</b>	<b>2</b>

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



**Compliance of Standards of Performance**

Annexure S-9

Name of Discom  
Period of Report  
MIS Report on Billing

TPDDL  
Dec

2015

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7254	0
Provisional Billing	For not more than two billing cycles	11954	0
Provisional Bills generated for PL cases**		3123	

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

