



TATA POWER-DDL

TPDDL/Regulatory/181
Feb 16, 2016

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

Sub: MIS Reports for January-16 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 January-16** 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 of Standards of Performance

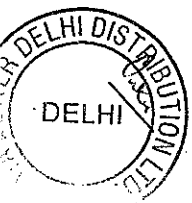
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Name of Discom: TPDDL
 Period of Report: Jan
 MIS Report on Restoration of Power Supply & Quality of Power Supply

2016

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		6871	6628	243	37	209	
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas		2353	2337	16	16	0	
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	7037	6928	109	109	0	
Fault in distribution linesystem	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible Replacement of failed transformer within forty eight hours		2486	2486	0	0	0	
Distribution transformer failed/burnt	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		1408	1408	0	0	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.	Rs. 200 for each day of default	34	34	0	0	0	
Problem in grid (33 kV or 66 kV) substation	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.	Rs. 500 for each day of default per day	6460	6459	1	1	0	
Failure of Power Transformer	Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within fifteen days		18	18	0	0	0	
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	6214	6147	67	67	0	
Total			32881	32445	436	230	206	
Local problem	Within four hours		0	0	0	0	0	
Top 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			0	0	0	0	0	

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



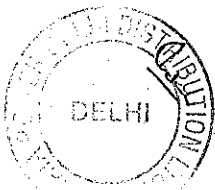
Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Jan 2016**
 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	46	282	278	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	36	703	671	22	20	2
Replacement of Defective Meter	Within fifteen days of receipt of complaint	161	937	972	0	0	0
Overall Result		243	1,922	1,921	22	20	2

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



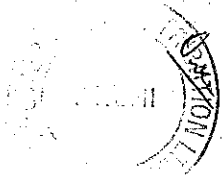
Compliance of Standards of Performance

Annexure S-3-a

Name of Discom **TPDDL** Period of Report **Jan 2016**
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	65	447	444	0	0	0
Bawana	147	528	528	1	1	0
Civil lines	38	306	304	2	1	1
Keshavpuram	40	236	259	0	0	0
Mangol puri	124	1,010	1,003	0	0	0
Model town	26	279	274	0	0	0
Moti nagar	63	412	418	0	0	0
Narela	91	469	461	3	2	1
Pitampura	47	383	357	0	0	0
Rohini	101	524	537	0	0	0
Shakti nagar	32	262	267	0	0	0
Shalimar bagh	192	1,077	1,062	2	2	0
Total	966	5,933	5,914	8	6	2

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jan 2016**
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	3	13	16	0	0	0
Bawana	6	31	28	0	0	0
Civil lines	4	5	7	0	0	0
Keshavpuram	3	8	8	0	0	0
Mangol puri	2	9	10	0	0	0
Model town	1	8	7	0	0	0
Moti nagar	2	14	8	0	0	0
Narela	0	13	10	0	0	0
Pitam pura	3	5	6	0	0	0
Rohini	0	4	4	0	0	0
Shakti nagar	0	8	6	0	0	0
Shalimar bagh	3	16	17	1	1	0
Total	27	134	127	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 **Jan 2016**
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	723	215	381	7	3	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		723	215	381	7	3	4

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

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Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Jan 2016**
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	21	213	215	0	0	0
Bawana	20	147	154	0	0	0
Civil lines	9	95	100	0	0	0
Keshavpuram	14	99	105	0	0	0
Mangol puri	24	297	311	0	0	0
Model town	12	108	112	0	0	0
Moti nagar	21	156	169	0	0	0
Narela	16	151	158	0	0	0
Pitarn pura	24	175	186	0	0	0
Rohini	26	287	296	0	0	0
Shakti nagar	4	91	91	0	0	0
Shalimar bagh	45	278	307	0	0	0
Total	236	2,097	2,204	0	0	0

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



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Annexure S-6

Name of Discom
Period of Report

TPDDL
Jan

2016

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	71	57	81	0	0	0
Bawana	7	116	118	0	0	0
Civil lines	3	37	38	0	0	0
Keshavpuram	4	42	44	0	0	0
Mangol puri	14	335	342	0	0	0
Model town	3	27	26	0	0	0
Moti nagar	66	69	89	0	0	0
Narela	8	90	94	0	0	0
Pitam pura	4	57	55	0	0	0
Rohini	71	73	78	0	0	0
Shakti nagar	4	38	39	0	0	0
Shalimar bagh	40	106	67	0	0	0
Total	295	1,047	1,071	0	0	0

(Data extracted from system on 16th January-16)

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



Compliance of Standards of Performance

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Name of Discom
Period of Report

TPDDL
Jan

2016

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
Badi	2	15	17	0
Bawana	4	14	17	0
Civil lines	4	8	12	0
Keshavpuram	0	10	10	0
Mangol puri	2	21	22	0
Model town	2	15	17	0
Moti nagar	4	26	28	0
Narela	2	15	16	0
Pitam pura	2	11	12	0
Rohini	2	26	28	0
Shakti nagar	3	20	21	0
Shalimar bagh	8	26	29	0
Total	35	207	229	0

(Data extracted from system on 16th February-16)

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



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Annexure S-8

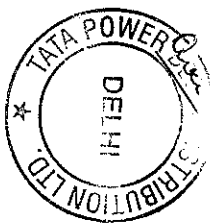
Name of Discom: TPDDL
 Period of Report: Jan

2016

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	37	31	0	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.	117	1,771	1,775	10	10	0	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	504	1,322	1,448	53	53	53	0
Overall Result		623	3,130	3,254	63	63	63	0

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



Compliance of Standards of Performance

Annexure S-9

Name of Discom: TPDDL
 Period of Report: Jan 2016
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8257	0
Provisional Billing	For not more than two billing cycles	16309	0
Provisional Bills generated for PL cases**		3734	

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

