



TATA POWER-DDL

TPDDL/Regulatory/181

February 14, 2014

Ms. Jayshree Raghuraman

Secretary

Delhi Electricity Regulatory Commission

Viniyamak Bhawan, C- Block, Shivalik

Malviya Nagar

New Delhi-110017

Sub: MIS Reports for Jan-14 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.

Dear 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 Jan-14** 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.

for **TATA Power Delhi Distribution Limited**

Bhupender Bhushan Sachdev

Head – Business Development & Regulatory

Encl: As stated above.

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

Corporate Office : NDPL House Hudson Lines Kingsway Camp Delhi - 110 009

Compliance of Standards of Performance

S-1

Name of Discom Period of Report MIS Report on Restoration of Power Supply & Quality of Power Supply	TPDDL Jan	2014	Standard	Compensation payable to consumer in case of violation of Standard (default shall be considered from the time consumer has made complaint)	Pending no. of Complaints Received	Total complaints Received	Complaints Attended		Complaints not attended within specified time limit		Pending no. of Complaints Received	
							within specified time limit	above specified time limit	Attributable to TPDDL	Not Attributable to TPDDL		
Service Area												
Fuse blown out or MCB tripped			Within three hours for Urban areas		0	7234	7203	31	31	0	0	0
Service line broken			Within eight hours for Rural areas		0	2034	2034	0	0	0	0	0
Service line snapped from the pole			Within six hours for Urban areas		0	8975	8941	34	34	0	0	0
Fault in distribution line/system			Within twelve hours for Rural areas	Rs. 50 for each day of default	0	3558	3532	26	26	0	0	0
			Temporary Supply to be restored within four hours from alternate source, wherever feasible.		0	1722	1717	5	5	0	0	0
			Rectification of fault and thereafter Restoration of normal power supply within twelve hours									
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	0	45	45	0	0	0	0	0
HT mains failed			Replacement of failed transformer within forty eight hours.		0	2684	2644	40	40	0	0	0
			Temporary restoration of power supply within four hours, wherever feasible.									
Problem in grid (33 kV or 66 kV) substation			Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	0	55	55	0	0	0	0	0
			Roster load shedding may be carried out to avoid overloading of alternate source.									
Failure of Power Transformer			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	Rs. 500 for each day of default per day	0	0	0	0	0	0	0	0
			Rectification to be completed within fifteen days									
Street light faults			Rectification within seventy two hours	Rs. 50 for each day of default	0	7343	7205	138	138	0	0	0
Total					0	33650	33376	274	274	0	0	0
Local problem			Within four hours		0	0	0	0	0	0	0	0
Tap of transformer			Within three days		0	0	0	0	0	0	0	0
Repair of distribution line / transformer / capacitor			Within thirty days		0	0	0	0	0	0	0	0
Installation and Up-gradation of HT / LT System			Within ninety days		0	0	0	0	0	0	0	0
Total					0	0	0	0	0	0	0	0

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom: TPDDL
 Period of Report: Jan 2014
 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	85	453	431	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	4	3	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	49	802	809	13	13	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	99	907	884	10	10	0
Overall Result		234	2,166	2,127	23	23	0

* 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 2014

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	44	442	420	1	0	1
Bawana	131	1,042	725	1	1	0
Civil lines	69	288	316	0	0	0
Lawrance road	56	282	300	0	0	0
Mangol puri	65	1,050	999	0	0	0
Model town	66	372	384	0	0	0
Moti nagar	51	459	451	0	0	0
Narela	127	576	647	13	4	9
Pitam pura	63	457	457	0	0	0
Rohini	67	671	654	1	0	1
Shakti nagar	36	241	262	0	0	0
Shalimar bagh	144	1,191	1,194	4	2	2
Total	919	7,071	6,809	20	7	13

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

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jan 2014**
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	6	15	16	1	1	0
Bawana	15	40	38	0	0	0
Civil lines	3	7	8	0	0	0
Lawrance road	6	12	14	0	0	0
Mangol puri	5	26	28	0	0	0
Model town	8	4	10	0	0	0
Moti nagar	17	16	24	2	1	1
Narela	7	25	26	0	0	0
Pitam pura	9	7	11	2	2	0
Rohini	5	15	19	0	0	0
Shakti nagar	1	6	5	0	0	0
Shalimar bagh	10	15	17	1	0	1
Total	92	188	216	6	4	2

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

Compliance of Standards of Performance

Annexure S-4

2014

TPDDL
Jan

Name of Discom
Period of Report.

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)	Sixty 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	1,153	257	433	20	18	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
Total		1,153	257	433	20	18	2

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

Compliance of Standards of Performance

Annexure S-5

Name of Discom TPDDL
 Period of Report Jan 2014
 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	26	160	180	0	0	0
Bawana	17	131	146	0	0	0
Civil lines	15	95	108	0	0	0
Lawrance road	19	82	96	0	0	0
Mangol puri	58	395	430	0	0	0
Model town	18	133	145	0	0	0
Moti nagar	29	164	190	0	0	0
Narela	26	171	183	0	0	0
Pitam pura	27	154	170	0	0	0
Rohini	37	331	358	0	0	0
Shakti nagar	9	84	91	0	0	0
Shalimar bagh	47	310	347	0	0	0
Total	328	2,210	2,444	0	0	0

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

Compliance of Standards of Performance

Annexure S-6

Name of Discom
Period of Report

TPDDL
Jan

2014

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	1	50	51	0	0	0
Bawana	0	78	78	0	0	0
Civil lines	2	27	29	0	0	0
Lawrance road	1	43	44	0	0	0
Mangol puri	2	124	125	0	0	0
Model town	0	36	36	0	0	0
Moti nagar	1	47	48	0	0	0
Narela	1	45	46	0	0	0
Pitam pura	4	36	39	0	0	0
Rohini	2	69	70	0	0	0
Shakti nagar	0	30	30	0	0	0
Shalimar bagh	0	52	52	0	0	0
Total	14	637	648	0	0	0

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

Compliance of Standards of Performance

S-7

Name of Discom
Period of Report

TPDDL
Jan

2014

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	1	15	16	0
Bawana	1	17	17	0
Civil lines	0	5	5	0
Lawrance road	3	13	16	0
Mangol puri	3	32	35	0
Model town	1	7	7	0
Moti nagar	6	19	25	0
Narela	4	12	15	0
Pitam pura	2	9	10	0
Rohini	2	24	26	0
Shakti nagar	2	14	15	0
Shalimar bagh	3	22	25	0
Total	28	189	212	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discom: TPDDL
 Period of Report: Jan 2014

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.	8	71	75	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.	6	1,483	1,476	3	2	1
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	110	1,453	1,430	15	13	2
Overall Result		124	3,007	2,981	18	15	3

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

Compliance of Standards of Performance

Annexure S-9

Name of Discorn
 Period of Report
MIS Report on Billing

TPDDL
 Jan
 2014

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	6617	0
Provisional Billing	For not more than two billing cycles	13544	10
Provisional Bills generated for PL cases**		4466	

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