

Compliance of Standards of Performance

S-1

Name of Discom: TPDDL
 Period of Report: Dec 2014
 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	
				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		7837	7764	73	59	14
Service line broken	Within six hours for Urban areas		2243	2240	3	3	0
Service line snapped from the pole	Within twelve hours for Rural areas		9030	8799	231	231	0
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	Rs 50 for each day of default	3059	3058	3	3	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	16	16	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 Repair and restoration of supply within forty eight hours Restoration of supply from alternate source, wherever feasible within six hours		3652	3641	11	11	0
Problem in grid (33 kV or 66 kV) substation	Rectification action plan to be initiated to the Commission within seventy two hours	Rs 200 for each day of default	21	21	0	0	0
Failure of Power Transformer	Rectification to be completed within fifteen days Rectification within seventy two hours	Rs 500 for each day of default per day	0	0	0	0	0
Street light faults	Rectification within seven days		6771	6568	203	203	0
Total			34113	33584	529	515	14
Local problem	Within four hours		2	2	0	0	0
Tap of transformer	Within three days		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		0	0	0	0	0
Total			2	2	0	0	0

* With reference to Letter No NIDPLCCM/3 dated July 18 2008

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Annexure S-2

TPDDL
Dec 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 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	122	237	312	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	3	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	46	687	590	15	8	7
Replacement of Defective Meter	Within fifteen days of receipt of complaint	230	783	790	0	0	0
Overall Result		399	1,710	1,695	15	8	7

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

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Annexure S-3-a

Name of Discom **TPDDL**
 Period of Report **Dec 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	86	436	397	0	0	0
Bawana	116	664	559	1	0	1
Civil lines	46	339	298	1	0	1
Keshavpuram	39	316	287	0	0	0
Mangol puri	186	1,045	885	1	0	1
Model town	81	378	333	0	0	0
Moti nagar	75	502	445	0	0	0
Narela	153	468	402	1	0	1
Pitam pura	55	425	360	1	1	0
Rohini	171	585	577	0	0	0
Shakti nagar	37	333	271	0	0	0
Shalimar bagh	471	984	1,081	0	0	0
Total	1,516	6,475	5,895	5	1	4

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

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Annexure S-3-b

Name of Discom
Period of Report

TPDDL
Dec

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	3	14	11	0	0	0
Bawana	11	29	23	0	0	0
Civil lines	1	4	4	0	0	0
Keshavpuram	3	9	9	0	0	0
Mangol puri	2	19	12	0	0	0
Model town	0	7	4	0	0	0
Moti nagar	3	12	11	0	0	0
Narela	0	17	14	0	0	0
Pitam pura	3	11	12	0	0	0
Rohini	6	10	12	0	0	0
Shakti nagar	1	10	8	0	0	0
Shalimar bagh	4	18	14	0	0	0
Total	37	160	134	0	0	0

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

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Annexure S-4

TPDDL

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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 limit	
				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	808	222	371	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		808	222	371	7	3	4

* With reference to Letter No. NDPL/CCM/13 dated July 18, 2008

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Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Dec 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	24	216	216	0	0	0
Bawana	20	129	136	0	0	0
Civil lines	16	96	104	0	0	0
Keshavpuram	13	119	117	0	0	0
Mangol puri	26	257	268	0	0	0
Model town	6	99	95	0	0	0
Moti nagar	30	142	140	0	0	0
Narela	27	153	164	0	0	0
Pitam.pura	24	163	167	0	0	0
Rohini	31	272	277	0	0	0
Shakti nagar	6	66	64	0	0	0
Shalimar bagh	49	300	306	0	0	0
Total	272	2,012	2,054	0	0	0

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

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Annexure S-6

Name of Discom

TPDDL

Period of Report

Dec

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 specific time	
			Within 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	0	78	77	0	0	0
Bawana	0	182	181	0	0	0
Civil lines	3	55	57	0	0	0
Keshavpuram	1	83	84	0	0	0
Mangol puri	2	239	240	0	0	0
Model town	3	90	93	0	0	0
Moti nagar	8	74	80	0	0	0
Narela	1	95	96	0	0	0
Pitarn pura	1	130	130	0	0	0
Rohini	1	85	86	0	0	0
Shakti nagar	2	58	59	0	0	0
Shalimar bagh	2	305	307	0	0	0
Total	24	1,474	1,490	0	0	0

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

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S-7

Name of Discom

TPDDL

Period of Report

Dec

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	2	12	14	0
Bawana	7	13	18	0
Civil lines	0	13	13	0
Keshavpuram	2	10	11	0
Mangol puri	5	27	30	0
Model town	0	9	9	0
Moti nagar	4	17	20	0
Narela	1	15	16	0
Pitampura	3	9	11	0
Rohini	4	14	17	0
Shakti nagar	3	31	33	0
Shalimar bagh	6	23	29	0
Total	37	193	221	0

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

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Compliance of Standards of Performance

Annexure S-8

Name of Discom: TPDDL
 Period of Report: Dec 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.	7	31	29	3	3	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.	23	2,356	2,326	9	3	6
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	128	1,428	1,398	30	24	6
Overall Result		158	3,815	3,753	42	30	12

*With reference to Letter No. NDPL/CCM/3 dated July 16, 2008

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Annexure S-9

Name of Discom
 Period of Report
MIS Report on Billing

TPDDL
 Dec

2014

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7318	0
Provisional Billing	For not more than two billing cycles	11805	0
Provisional Bills generated for PL cases**		4438	

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

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