



**TATA POWER-DDL**

TPDDL/Regulatory/181  
Mar 23, 2015

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

**Sub: MIS Reports for February-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 Feb-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.

*Over*

**Compliance of Standards of Performance**

S-1

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

2015

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		5661	5613	48	48	0	
Service line broken	Within six hours for Urban areas		1632	1632	0	0	0	
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	7392	7372	20	20	0	
Fault in distribution lines/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		2759	2757	2	2	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	Rs. 100 for each day of default	12	12	0	0	0	
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		2766	2763	3	3	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	Rs. 200 for each day of default	18	18	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	Rs. 500 for each day of default per day	0	0	0	0	0	
Street light faults	Rectification within fifteen days Rectification within seventy two hours	Rs. 50 for each day of default	6860	6698	162	162	0	
<b>Total</b>			<b>27873</b>	<b>27618</b>	<b>255</b>	<b>255</b>	<b>0</b>	
Local problem	Within four hours		33	24	9	9	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		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>33</b>	<b>24</b>	<b>9</b>	<b>9</b>	<b>0</b>	

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



**Compliance of Standards of Performance**

Annexure S-2

Name of Discom TPDDL  
 Period of Report Feb 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	45	464	410	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	5	4	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	43	624	610	19	17	2
Replacement of Defective Meter	Within fifteen days of receipt of complaint	66	676	637	0	0	0
<b>Overall Result</b>		<b>154</b>	<b>1,769</b>	<b>1,661</b>	<b>19</b>	<b>17</b>	<b>2</b>

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



## Compliance of Standards of Performance

Annexure S-3-a

TPDDL

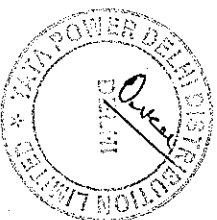
Feb

2015

Name of Discom  
 Period of Report  
 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	51	350	354	4	2	2
Bawana	71	448	432	0	0	0
Civil lines	60	272	286	0	0	0
Keshavpuram	33	226	233	0	0	0
Mangol puri	71	745	729	0	0	0
Model town	54	300	309	0	0	0
Moti nagar	109	406	459	0	0	0
Narela	72	425	394	0	0	0
Pitampura	56	273	266	0	0	0
Rohini	106	403	447	0	0	0
Shakti nagar	23	224	212	0	0	0
Shalimar bagh	146	732	720	1	1	0
<b>Total</b>	<b>852</b>	<b>4,804</b>	<b>4,841</b>	<b>5</b>	<b>3</b>	<b>2</b>

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





**Compliance of Standards of Performance**

Annexure S-4

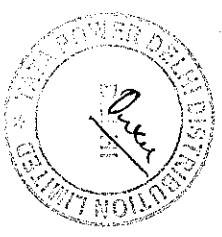
TPDDL  
Feb 2015

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)	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	811	221	261	3	1	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>811</b>	<b>221</b>	<b>261</b>	<b>3</b>	<b>1</b>	<b>2</b>

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



**Compliance of Standards of Performance**

Annexure S-5

Name of Discom **TPDDL**  
 Period of Report **Feb 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	30	167	179	0	0	0
Bawana	22	125	135	0	0	0
Civil lines	18	73	84	0	0	0
Keshaypuram	13	81	85	0	0	0
Mangol puri	25	206	220	0	0	0
Model town	20	94	107	0	0	0
Moti nagar	35	140	160	0	0	0
Narela	32	136	155	0	0	0
Pitam pura	27	121	132	0	0	0
Rohini	32	241	257	0	0	0
Shakti nagar	23	80	98	0	0	0
Shalimar bagh	49	215	240	0	0	0
<b>Total</b>	<b>326</b>	<b>1,679</b>	<b>1,852</b>	<b>0</b>	<b>0</b>	<b>0</b>

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



**Compliance of Standards of Performance**

Annexure S-6

TPDDL

Feb

2015

Name of Discom

Period of Report

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	62	63	0	0	0
Bawana	2	155	155	0	0	0
Civil lines	3	46	47	0	0	0
Keshavpuram	3	66	67	0	0	0
Mangol puri	1	169	170	0	0	0
Model town	0	50	50	0	0	0
Moti nagar	2	42	43	0	0	0
Narela	1	87	87	0	0	0
Pitamn pura	2	88	87	0	0	0
Rohini	0	61	61	0	0	0
Shakti nagar	2	30	31	0	0	0
Shalimar bagh	1	140	140	0	0	0
<b>Total</b>	<b>18</b>	<b>996</b>	<b>1,001</b>	<b>0</b>	<b>0</b>	<b>0</b>

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





**Compliance of Standards of Performance**

S-7

Name of Discom

TPDDL

Period of Report

Feb

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	9	10	0
Bawana	5	6	9	0
Civil lines	2	15	16	0
Keshavpuram	6	9	12	0
Mangol puri	5	27	29	0
Model town	0	4	4	0
Moti nagar	3	13	15	0
Narela	2	18	19	0
Pitam pura	2	9	9	0
Rohini	1	16	15	0
Shakti nagar	3	17	19	0
Shalimar bagh	3	16	18	0
<b>Total</b>	<b>34</b>	<b>159</b>	<b>175</b>	<b>0</b>

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



**Compliance of Standards of Performance**

Annexure S-8

Name of Discom **TPDDL**  
 Period of Report **Feb 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.	8	26	32	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.	45	1,797	1,780	5	4	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	1,283	1,276	1	1	0
<b>Overall Result</b>		<b>163</b>	<b>3,106</b>	<b>3,088</b>	<b>6</b>	<b>5</b>	<b>1</b>

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

