



TATA POWER-DDL

TPDDL/Regulatory/181

July 25, 2014

Ms. Jayshree Raghuraman

Secretary

Delhi Electricity Regulatory Commission

Viniyamak Bhawan, C- Block, Shivalik

Malviya Nagar

New Delhi-110017

Sub: MIS Reports for June-14 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 June-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.

Thanking You,

for **TATA Power Delhi Distribution Limited**

Jyotish Kumar Sinha

HoD-Regulatory Affairs

 **Encl:** As stated above.

CIN No. : U40100DL2001PLC111526
Website : www.tatapower-ddl.com
Email : tpddl@tatapower-ddl.com
Tel : 66112222 Fax : 27468042

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

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

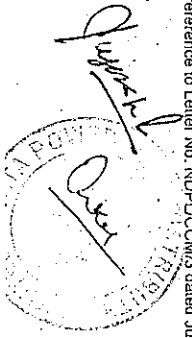
Compliance of Standards of Performance

S-1

Name of Discom: **TPDDL**
 Period of Report: **Jun 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		18283	17949	334	334	0
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas	Rs. 50 for each day of default	4799	4765	34	34	0
			10675	10569	106	106	0
Service line snapped from the pole	Within twelve hours for Urban areas Temporary Supply to be restored within four hours from alternate source, wherever feasible.	Rs. 50 for each day of default	2996	2945	51	51	0
			2112	2107	5	5	0
Fault in distribution line/system	Temporary Restoration of normal power supply within twelve hours	Rs. 100 for each day of default	71	71	0	0	0
			7982	7855	127	127	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.	Rs. 200 for each day of default	103	103	0	0	0
			7982	7855	127	127	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. 500 for each day of default per day	0	0	0	0	0
			0	0	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. 50 for each day of default	9317	7768	1549	1549	0
			56338	54132	2206	2206	0
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	37	31	6	6	0
			0	0	0	0	0
Local problem	Within four hours	Rs. 50 for each day of default	0	0	0	0	0
			0	0	0	0	0
Tap of transformer	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0
			0	0	0	0	0
Repair of distribution line / transformer / capacitor	Within ninety days	Rs. 100 for each day of default	0	0	0	0	0
			0	0	0	0	0
Installation and Up-gradation of HT / LT System			0	0	0	0	0
			0	0	0	0	0
Total			37	31	6	6	0

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



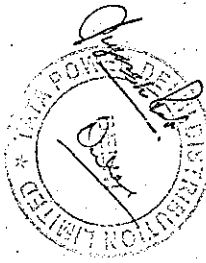
Compliance of Standards of Performance

Annexure S-2

Name of Discom: TPDDL
 Period of Report: Jun 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	81	689	568	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	4	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	35	1,792	1,675	33	32	1
Replacement of Defective Meter	Within fifteen days of receipt of complaint	178	1,367	1,199	0	0	0
Overall Result:		295	3,852	3,446	33	32	1

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



Compliance of Standards of Performance

Annexure S-3-a

Name of Discom TPDDL
 Period of Report Jun 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	73	453	458	1	1	0
Bawana	213	675	630	4	4	0
Civil lines	118	355	332	0	0	0
Lawrance road	51	251	245	0	0	0
Mangol puri	110	1,188	1,153	0	0	0
Model town	152	515	542	0	0	0
Moti nagar	114	557	488	0	0	0
Narela	109	618	561	1	1	0
Pitam pura	99	460	432	0	0	0
Rohini	94	748	700	0	0	0
Shakti nagar	111	342	352	0	0	0
Shalimar bagh	262	1,249	1,133	1	1	0
Total	1,506	7,411	7,026	7	7	0

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jun 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	5	30	30	0	0	0
Bawana	17	57	56	0	0	0
Civil lines	2	26	25	0	0	0
Lawrance road	4	29	25	0	0	0
Mangol puri	5	31	34	0	0	0
Model town	9	30	30	0	0	0
Moti nagar	11	50	42	0	0	0
Narela	7	52	45	0	0	0
Pitam pura	6	29	29	0	0	0
Rohini	5	42	44	0	0	0
Shakti nagar	3	17	18	0	0	0
Shalimar bagh	9	42	48	0	0	0
Total	83	435	426	0	0	0



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

Compliance of Standards of Performance

TPDDL

Jun 2014

Annexure S-4

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	822	164	290	3	2	1
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		822	164	290	3	2	1

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



Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Jun 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	22	124	129	0	0	0
Bawana	22	89	98	0	0	0
Civil lines	25	64	75	0	0	0
Lawrance road	5	75	69	0	0	0
Mangol puri	23	163	168	0	0	0
Model town	23	82	85	0	0	0
Moti nagar	27	140	133	0	0	0
Narela	24	89	91	0	0	0
Pitam pura	28	136	142	0	0	0
Rohini	57	249	262	0	0	0
Shakti nagar	16	58	62	0	0	0
Shalimar bagh	54	177	204	0	0	0
Total	326	1,446	1,518	0	0	0

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



Compliance of Standards of Performance

Annexure S-6

TPDDL

Jun

2014

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	5	25	28	0	0	0
Bawana	2	56	56	0	0	0
Civil lines	3	9	11	0	0	0
Lawrance road	2	29	30	0	0	0
Mangol puri	2	44	46	0	0	0
Model town	1	13	14	0	0	0
Moti nagar	5	21	24	0	0	0
Narela	0	35	34	0	0	0
Pitam pura	3	22	25	0	0	0
Rohini	3	36	37	0	0	0
Shakti nagar	0	31	31	0	0	0
Shalimar bagh	2	24	26	0	0	0
Total	28	345	362	0	0	0

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



Compliance of Standards of Performance

S-7

TPDDL

2014

Jun

Jun

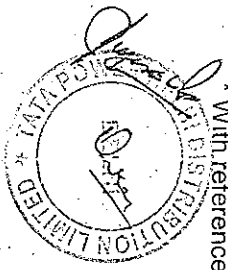
Jun

Name of Discom
Period of Report
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	4	12	15	0
Bawana	6	12	15	0
Civil lines	0	11	11	0
Lawrance road	2	10	11	0
Mangol puri	6	30	33	0
Model town	3	8	8	0
Moti nagar	8	29	34	0
Narela	0	12	12	0
Pitam pura	4	7	10	0
Rohini	4	19	21	0
Shakti nagar	6	20	25	0
Shalimar bagh	10	22	28	0
Total	53	192	223	0

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



Compliance of Standards of Performance

Annexure S-8

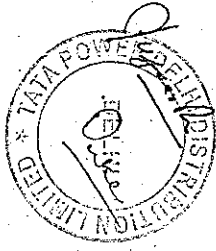
Name of Discom **TPDDL**
 Period of Report **Jun**

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	45	48	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.	44	1,145	1,142	5	5	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.	150	1,513	1,473	47	45	2
Overall Result		202	2,703	2,663	52	50	2

* With reference to Letter No. NDP/LCC/M3 dated July 18, 2008



Compliance of Standards of Performance

Annexure S-9

Name of Discorm
 Period of Report
 MIS Report on Billing

TPDDL
 Jun

2014

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8418	0
Provisional Billing	For not more than two billing cycles	16814	2
Provisional Bills generated for PL cases**		4169	

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

