



TATA POWER-DDL

TPDDL/Regulatory/181
Dec 23, 2014

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

Sub: **MIS Reports for November-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 Nov-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,

Yours Sincerely,

for **TATA Power Delhi Distribution Limited**

Jyotish Kumar Sinha
HoD-Regulatory Affairs

Encl: As stated above.

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TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

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

Datta

End

Compliance of Standards of Performance

S-1

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

2014

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	Rs. 50 for each day of default.	5004	4895	9	9	0	
	Within eight hours for Rural areas		1538	1537	1	1	0	
	Within six hours for Urban areas		6958	6945	13	13	0	
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default.	2241	2241	0	0	0	
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		962	962	0	0	0	
Fault in distribution line/system	Rectification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 100 for each day of default	23	23	0	0	0	
	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible		3027	3027	0	0	0	
Distribution transformer failed/burnt	Replacement of failed transformer within forty eight hours	Rs. 200 for each day of default	14	14	0	0	0	
	Temporary restoration of power supply within four hours, wherever feasible		0	0	0	0	0	
mains failed	Rectification of fault within twelve hours	Rs. 500 for each day of default per day	0	0	0	0	0	
	Restoration of supply from alternate source, wherever feasible within six hours		5905	5816	89	89	0	
Problem in grid (33 KV or 66 KV) substation	Roster load shedding may be carried out to avoid overloading of alternate source.	Rs. 50 for each day of default	25672	25669	112	112	0	
	Repair and restoration of supply within forty eight hours		0	0	0	0	0	
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours	Rs. 50 for each day of default	0	0	0	0	0	
	Roster load shedding may be carried out to avoid overloading of alternate source		0	0	0	0	0	
Street light faults	Rectification action plan to be intimated to the Commission within seventy two hours	Rs. 50 for each day of default	0	0	0	0	0	
	Rectification to be completed within fifteen days		0	0	0	0	0	
Total	Street light faults	Rs. 50 for each day of default	0	0	0	0	0	
	Local problem		0	0	0	0	0	
Tap of transformer	Repair of distribution line	Rs. 100 for each day of default	0	0	0	0	0	
	transformer / capacitor installation and Up-gradation of HT / LT System		0	0	0	0	0	
Total			7	7	0	0	0	

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



Compliance of Standards of Performance

Annexure S-2

Name of Discom TPDDL
 Period of Report Nov 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	151	486	515	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	7	6	0	0	0
Replacement of Burnt Meier	Within six hours restoration of supply by bypassing the burnt meter. Meter to be replaced within three days	54	671	662	17	16	1
Replacement of Defective Meter	Within fifteen days of receipt of complaint	322	821	912	0	0	0
Overall Result		527	1,985	2,095	17	16	1

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



Compliance of Standards of Performance

Annexure S-3-a

TPDDL
Nov

2014

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	157	401	469	1	1	0
Bawana	214	533	634	2	2	0
Civil lines	87	295	339	0	0	0
Keshavpuram	66	285	314	0	0	0
Mangol puri	399	954	1,166	0	0	0
Model town	114	346	378	0	0	0
Loti nagar	233	421	584	0	0	0
Narela	197	466	527	0	0	0
Pitam pura	290	329	567	0	0	0
Rohini	180	429	433	0	0	0
Shakti nagar	50	231	244	0	0	0
Shalimar bagh	349	935	812	0	0	0
Total	2,336	5,625	6,467	3	3	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 **Nov 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	7	12	16	0	0	0
Bawana	18	28	37	0	0	0
Civil lines	1	8	8	0	0	0
Keshavpuram	3	8	8	0	0	0
Mangol puri	2	10	10	0	0	0
Model town	2	9	9	2	1	1
Moti nagar	4	12	14	0	0	0
Jarela	4	9	13	0	0	0
Pitam pura	3	7	7	0	0	0
Rohini	4	8	6	0	0	0
Shakti nagar	6	4	9	0	0	0
Shalimar bagh	4	18	18	0	0	0
Total	58	133	155	2	1	1

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

Compliance of Standards of Performance

Annexure S-4

Name of Discom: TPDDL
 Period of Report: Nov 2014
 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	784	311	292	10	10	0
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 for grid station needs to be established)	Three hundred and Sixty Five days	0	0	0	0	0	0
Total		784	311	292	10	10	0

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

Compliance of Standards of Performance

Annexure S-5

Name of Discom TPDDL
 Period of Report Nov 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
Badi	23	150	160	0	0	0
Bawana	17	96	104	0	0	0
Civil lines	10	76	72	0	0	0
Keshavpuram	13	102	105	0	0	0
Mangol puri	17	241	248	0	0	0
Model town	18	96	111	0	0	0
Moti nagar	24	149	160	0	0	0
Narela	22	138	154	0	0	0
tam pura	15	118	121	0	0	0
Rohini	36	244	266	0	0	0
Shakti nagar	10	70	75	0	0	0
Shalimar bagh	39	230	246	0	0	0
Total	244	1,710	1,822	0	0	0

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

Compliance of Standards of Performance

S-7

TPDDL
Nov

2014

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
Badli	2	18	20	0
Bawana	4	18	18	0
Civil lines	2	10	12	0
Keshavpuram	3	4	6	0
Mangol puri	7	38	43	0
Model town	2	8	10	0
Moti nagar	5	26	29	0
Narela	2	14	15	0
Okhla	2	14	15	0
Okhla pura	3	13	16	0
Rohini	1	18	17	0
Shakti nagar	3	24	25	0
Shalimar bagh	2	21	21	0
Total	36	212	232	0

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



Compliance of Standards of Performance

Annexure S-6

Name of Discom
Period of Report

TPDDL
Nov

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
Badi	1	58	59	0	0	0
Bawana	1	89	90	0	0	0
Civil lines	3	18	20	0	0	0
Keshavpuram	0	61	61	0	0	0
Mangol puri	1	150	150	0	0	0
Model town	3	41	41	0	0	0
Moti nagar	3	45	45	0	0	0
Narela	0	79	79	0	0	0
Pitam pura	1	86	86	0	0	0
Rohini	4	66	70	0	0	0
Shakti nagar	2	35	35	1	1	0
Shalimar bagh	1	123	123	0	0	0
Total	20	851	859	1	1	0

* 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 Nov

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.	3	33	29	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.	19	2,043	2,038	1	0	1	1
Consumer waiting 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	129	1,330	1,320	11	11	0	0
Overall Result		151	3,406	3,387	12	11	1	1

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



Compliance of Standards of Performance

Annexure S-9

Name of Discom **TPDDL**
 Period of Report **Nov 2014**
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7535	0
Provisional Billing	For not more than two billing cycles	13600	0
Provisional Bills generated for PL cases**		4950	

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

