



TATA POWER-DDL

TPDDL/Regulatory/181
August 20, 2015

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

Sub: MIS Reports for April-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 Apr-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.

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		2015		Period of Report		Apr		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		7595	7533	52	46	6				
Service line broken	Within six hours for Urban areas		2828	2827	1	1	0				
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	8414	8364	50	50	0				
Fault in distribution linesystem	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		3537	3537	0	0	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	1035	1031	4	4	0				
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Rectification of fault within twelve hours		35	35	0	0	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 Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	4561	4559	2	2	0				
Failure of Power Transformer	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 Rectification to be completed within fifteen days	Rs. 500 for each day of default per day	38	38	0	0	0				
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	7184	7138	46	46	0				
Total			35217	35062	155	149	6				
Local problem	Within four hours		0	0	0	0	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				
Total			0	0	0	0	0				

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Apr 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 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	80	241	235	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	1	2	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	42	715	656	14	14	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	130	750	678	0	0	0
Overall Result		253	1,707	1,571	14	14	0

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

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Compliance of Standards of Performance

Annexure S-3-a

Name of Discom **TPDDL**
 Period of Report **Apr 2015**
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	111	577	394	0	0	0
Bawana	207	635	443	0	0	0
Civil lines	107	355	293	0	0	0
Keshavpuram	91	334	276	0	0	0
Mangol puri	270	1,251	970	0	0	0
Model town	139	452	406	0	0	0
Moti nagar	93	504	423	0	0	0
Narela	182	559	499	1	1	0
Pitam pura	156	447	437	0	0	0
Rohini	163	709	542	0	0	0
Shakti nagar	70	352	287	0	0	0
Shalimar bagh	364	1,004	821	10	9	1
Total	1,953	7,179	5,791	11	10	1

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

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Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Apr 2015**
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	14	13	0	0	0
Bawana	14	31	30	0	0	0
Civil lines	1	17	13	0	0	0
Keshavpuram	0	7	6	0	0	0
Mangol puri	3	24	19	0	0	0
Model town	5	14	12	0	0	0
Moti nagar	2	25	17	0	0	0
Narela	3	31	28	0	0	0
Pitam pura	6	20	16	0	0	0
Rohini	1	21	15	0	0	0
Shakti nagar	1	12	11	0	0	0
Shalimar bagh	3	27	25	0	0	0
Total	45	243	205	0	0	0

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

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Compliance of Standards of Performance

Annexure S-4

Name of Discom **TPDDL** 2015
 Period of Report **Apr**

**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	986	242	216	9	9	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 or grid station needs to be established)	Three Hundred and Sixty Five days	0	0	0	0	0	0
Total		986	242	216	9	9	0

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

Over

Compliance of Standards of Performance

Annexure S-5

Name of Discom TPDDL
 Period of Report Apr 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	49	170	168	0	0	0
Bawana	40	130	129	0	0	0
Civil lines	27	79	79	0	0	0
Keshavpuram	25	93	91	0	0	0
Mangol puri	53	220	227	0	0	0
Model town	22	118	119	0	0	0
Moti nagar	47	152	142	0	0	0
Narela	30	142	144	0	0	0
Pitam pura	42	165	164	0	0	0
Rohini	64	259	252	0	0	0
Shakti nagar	28	81	74	0	0	0
Shalimar bagh	92	269	261	0	0	0
Total	519	1,878	1,850	0	0	0

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

Compliance of Standards of Performance

Annexure S-6

Name of Discom

TPDDL

Period of Report

Apr

2015

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	0	87	87	0	0	0
Bawana	0	155	155	0	0	0
Civil lines	0	24	23	0	0	0
Keshavpuram	2	49	49	0	0	0
Mangol puri	3	169	171	0	0	0
Model town	2	34	33	0	0	0
Moti nagar	5	44	42	0	0	0
Narela	3	120	120	0	0	0
Pitam pura	9	55	56	0	0	0
Rohini	1	57	54	0	0	0
Shakti nagar	1	47	47	0	0	0
Shalimar bagh	0	116	115	0	0	0
Total	26	957	952	0	0	0

* 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

Apr

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	7	20	20	0
Bawana	7	18	16	0
Civil lines	3	6	7	0
Keshavpuram	8	21	22	0
Mangol puri	9	35	37	0
Model town	3	6	8	0
Moti nagar	5	26	22	0
Narela	6	14	16	0
Pitam pura	6	8	10	0
Rohini	7	31	31	0
Shakti nagar	6	26	30	0
Shalimar bagh	14	22	21	0
Total	81	233	240	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discom
Period of Report

TPDDL
Apr

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	
Complaints about consumer's bills								
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	6	21	27	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.	97	1,403	1,363	22	22	0	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	142	1,544	1,505	21	21	21	0
Overall Result		245	2,968	2,895	43	43	43	0

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

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Compliance of Standards of Performance

Annexure S-9

Name of Discom
 Period of Report
MIS Report on Billing

TPDDL
 Apr

2015

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7285	0
Provisional Billing	For not more than two billing cycles	12227	9
Provisional Bills generated for PL cases**		3845	

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

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