



TATA POWER-DDL

TPDDL/Regulatory/181
September 22, 2015

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

Sub: MIS Reports for July-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 July-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**
 Period of Report **Jul**
 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		25825	25549	276	223	53	
	Within eight hours for Rural areas		8192	8184	8	7	1	
Service line broken	Within six hours for Urban areas		10917	10528	389	389	0	
	Within twelve hours for Rural areas		4553	4538	15	15	0	
Service line snapped from the pole	Temporary Supply to be restored within four hours from alternate source, wherever feasible.	Rs. 50 for each day of default	2069	2054	15	15	0	
	Rectification of fault and thereafter Restoration of normal power supply within twelve hours							
Fault in distribution line/system	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	45	45	0	0	0	
	Replacement of failed transformer within forty eight hours							
Distribution transformer failed/burnt	Temporary restoration of power supply within four hours, wherever feasible.		7668	7637	31	31	0	
	Rectification of fault within twelve hours							
HT mains failed	Restoration of supply from alternate source, wherever feasible within six hours	Rs. 200 for each day of default	24	23	1	1	0	
	Roster load shedding may be carried out to avoid overloading of alternate source.							
Problem in grid (33 KV or 66 KV) substation	Repair and restoration of supply within forty eight hours		0	0	0	0	0	
	Restoration of supply from alternate source, wherever feasible within six hours							
Failure of Power Transformer	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	
	Rectification action, plan to be intimated to the Commission within seventy two hours							
Rectification to be completed within fifteen days			6627	6331	296	296	0	
	Rectification within seventy two hours		63920	64889	1031	977	64	
Street light faults			1	1	0	0	0	
	Local problem		0	0	0	0	0	
Tap of transformer	Within four hours	Rs. 50 for each day of default	0	0	0	0	0	
	Within three days		0	0	0	0	0	
Repair of distribution line / transformer / capacitor	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0	
	Within ninety days		0	0	0	0	0	
Installation and Up-gradation of HT / LT System			1	1	0	0	0	
	Total		1	1	0	0	0	

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

05

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Jul 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	267	1,342	1,216	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	3	1	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	61	1,380	1,330	49	47	2
Replacement of Defective Meter	Within fifteen days of receipt of complaint	322	1,046	1,217	0	0	0
Overall Result		653	3,769	3,766	49	47	2

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

Over

Compliance of Standards of Performance

Annexure S-3-a

Name of Discom TPDDL
 Period of Report Jul 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	166	556	617	1	1	0
Bawana	240	707	641	4	2	2
Civil lines	190	481	508	0	0	0
Keshavpuram	82	356	366	0	0	0
Mangol puri	347	1,503	1,460	0	0	0
Model town	207	443	525	0	0	0
Moti nagar	264	577	653	0	0	0
Narela	289	696	711	1	1	0
Pitam pura	143	520	505	0	0	0
Rohini	136	818	621	0	0	0
Shakti nagar	169	470	417	0	0	0
Shalimar bagh	312	962	722	17	16	1
Total	2,545	8,089	7,746	23	20	3

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

02/7

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Jul 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	17	19	0	0	0
Bawana	7	44	33	0	0	0
Civil lines	6	8	10	0	0	0
Keshavpuram	8	11	10	0	0	0
Mangol puri	4	15	17	0	0	0
Model town	2	10	8	0	0	0
Moti nagar	12	25	29	0	0	0
Narela	6	20	22	0	0	0
Pitam pura	9	22	23	0	0	0
Rohini	7	19	25	0	0	0
Shakti nagar	5	10	13	0	0	0
Shalimar bagh	5	21	20	1	1	0
Total	77	222	229	1	1	0

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

0.35

Compliance of Standards of Performance

TPDDL

Annexure S-4

Name of Discom
Period of Report

Juli 2015

**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	1,351	387	415	5	2	3
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		1,351	387	415	5	2	3

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

0

Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Jul 2015**
MIS Report on Transfer of Ownership/Change of Consumer's connection*

District	Opening pendency	Application Received (completed)	Request attended		Requests not attended to TPDDL	Not Attributable to TPDDL
			with in 2 billing cycles	above 2 billing cycles		
Badli	39	178	192	0	0	0
Bawana	29	151	157	0	0	0
Civil lines	24	99	102	0	0	0
Keshavpuram	28	92	101	0	0	0
Mangol puri	40	284	297	0	0	0
Model town	19	122	126	0	0	0
Moti nagar	45	180	188	0	0	0
Narela	22	137	145	0	0	0
Pitam pura	27	148	150	0	0	0
Rohini	52	325	350	0	0	0
Shakti nagar	21	79	85	0	0	0
Shalimar bagh	72	236	261	0	0	0
Total	418	2,031	2,154	0	0	0

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



Compliance of Standards of Performance

Annexure S-6

TPDDL
Jul

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	5	67	33	0	0	0
Bawana	18	147	81	0	0	0
Civil lines	1	23	19	0	0	0
Keshavpuram	0	48	48	0	0	0
Mangol puri	15	186	172	0	0	0
Model town	1	24	20	0	0	0
Moti nagar	5	59	51	0	0	0
Narela	22	89	66	0	0	0
Pitam pura	2	42	41	0	0	0
Rohini	13	70	50	0	0	0
Shakti nagar	0	32	27	0	0	0
Shalimar bagh	12	75	32	0	0	0
Total	94	862	640	0	0	0

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

0

Compliance of Standards of Performance

S - 7

Name of Discom

TPDDL

Period of Report

Jul 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	8	19	22	0
Bawana	5	13	14	0
Civil lines	4	20	21	0
Keshavpuram	3	26	26	0
Mangol puri	7	43	44	0
Model town	2	14	13	0
Moti nagar	9	23	29	1
Narela	3	7	5	0
Pitam pura	3	15	15	0
Rohini	6	22	25	0
Shakti nagar	4	23	24	0
Shalimar bagh	7	21	23	0
Total	61	246	261	1

* 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 **Jul 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	4	49	49	1	1	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.	52	1,360	1,283	15	15	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	132	1,566	1,511	47	44	3
Overall Result		188	2,965	2,843	63	60	3

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

027

Compliance of Standards of Performance

Annexure S-9

Name of Discom
 Period of Report
MIS Report on Billing

TPDDL
 Jul

2015

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7855	0
Provisional Billing	For not more than two billing cycles	12105	0
Provisional Bills generated for PL cases**		3576	

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

05/7