



TATA POWER-DDL

TPDDL/Regulatory/181
April 21, 2015

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

Sub: MIS Reports for March-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 Mar-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

Oswal **Encl:** As stated above.

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		Period of Report		2015		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					10411	10048	363	201	162					
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas					3548	3511	37	19	18					
Service line snapped from the pole	Within six hours for Urban areas Within twelve hours for Rural areas					12156	11728	428	428	0					
Fault in distribution line/system	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Recification of fault and thereafter Restoration of normal power supply within twelve hours					5104	5076	28	28	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					1067	1048	19	19	0					
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Recification of fault within twelve hours					28	28	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					4151	4060	91	91	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. Recification action, plan to be intimated to the Commission within seventy two hours Recification to be completed within fifteen days					31	31	0	0	0					
Street light faults	Recification within seventy two hours					9879	9407	472	472	0					
Total						46376	44937	1438	1258	180					
Local problem	Within four hours					44	37	7	7	0					
Tap of transformer	Within three days					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					0	0	0	0	0					
Total						44	37	7	7	0					

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Mar 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	99	355	374	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	3	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	38	676	610	20	20	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	104	768	724	0	0	0
Overall Result		242	1,802	1,711	20	20	0

* 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

March

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
Badi	40	495	406	0	0	0
Bawana	89	598	463	0	0	0
Civil lines	50	371	316	1	1	0
Keshavpuram	31	366	306	0	0	0
Wangol puri	88	1,212	980	0	0	0
Model town	44	389	294	0	0	0
Moti nagar	61	455	422	0	0	0
Narela	91	532	415	0	0	0
Pitam pura	62	509	409	0	0	0
Rohini	64	610	482	0	0	0
Shakti nagar	35	293	256	0	0	0
Shalimar bagh	146	990	714	1	1	0
Total	801	6,820	5,463	2	2	0

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

Over

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom TPDDL
 Period of Report Mar 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	5	25	21	0	0	0
Bawana	6	32	19	0	0	0
Civil lines	1	10	10	0	0	0
Keshavpuram	0	10	7	0	0	0
Mangol puri	0	26	21	0	0	0
Model town	1	12	9	0	0	0
Moti nagar	1	14	13	0	0	0
Narela	2	13	12	0	0	0
Pitam pura	2	17	14	0	0	0
Rohini	2	10	10	0	0	0
Shakti nagar	1	8	8	0	0	0
Shalimar bagh	0	15	12	0	0	0
Total	21	192	156	0	0	0

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

Over

Compliance of Standards of Performance

Annexure S-4

TPDDL
Mar 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	805	278	195	2	2	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		805	278	195	2	2	0

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

Over

Compliance of Standards of Performance

Annexure S-5

Name of Discom TPDDL
 Period of Report March 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	23	187	204	0	0	0
Bawana	18	149	165	0	0	0
Civil lines	9	105	110	0	0	0
Keshavpuram	13	89	97	0	0	0
Mangol puri	14	257	266	0	0	0
Model town	10	116	123	0	0	0
Moti nagar	25	158	179	0	0	0
Narela	18	133	146	0	0	0
Pitam pura	21	161	178	0	0	0
Rohini	22	280	297	0	0	0
Shakti nagar	11	75	84	0	0	0
Shalimar bagh	33	269	301	0	0	0
Total	217	1,979	2,150	0	0	0

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

Compliance of Standards of Performance

Annexure S-6

TPDDL

March

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 10 Days	Above 10 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	0	78	78	0	0	0
Bawana	2	264	266	0	0	0
Civil lines	3	44	47	0	0	0
Keshavpuram	2	75	77	0	0	0
Mangol puri	0	243	243	0	0	0
Model town	0	54	54	0	0	0
Moti nagar	1	58	59	0	0	0
Narela	1	136	137	0	0	0
Pitam pura	4	81	83	0	0	0
Rohini	0	76	76	0	0	0
Shakti nagar	2	48	50	0	0	0
Shalimar bagh	1	195	196	0	0	0
Total	16	1,352	1,366	0	0	0

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

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Compliance of Standards of Performance

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TPDDL
March

2015

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	24	26	0
Bawana	2	9	11	0
Civil lines	3	9	12	0
Keshavpuram	4	21	24	0
Mangol puri	3	37	40	0
Model town	1	4	5	0
Moti nagar	1	18	19	0
Narela	2	9	11	0
Pitam pura	3	9	11	1
Rohini	3	27	29	0
Shakti nagar	2	21	22	0
Shalimar bagh	3	28	31	0
Total	29	216	241	1

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

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Compliance of Standards of Performance

Annexure S-8

Name of Discom: TPDDL
 Period of Report: Mar

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.	2	21	17	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.	56	2,399	2,350	5	2	3	3
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	116	1,510	1,478	8	5	1	1
Overall Result		174	3,930	3,845	11	7	4	4

* With reference to Letter No. NDPL/C/M/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
 Mar

2015

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	5505	0
Provisional Billing	For not more than two billing cycles	12334	0
Provisional Bills generated for PL cases**		3299	

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

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