



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 May-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 May-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 **May**
 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	Rs. 50 for each day of default	13288	13085	203	203	0
	Within eight hours for Rural areas		4313	4298	15	15	0
	Within six hours for Urban areas		9679	9582	117	117	0
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	3702	3702	0	0	0
	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		1912	1904	8	8	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	6532	6521	11	11	0
	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible						
Distribution transformer failed/burnt	Replacement of failed transformer within forty eight hours	Rs. 200 for each day of default	58	58	0	0	0
	Temporary restoration of power supply within four hours, wherever feasible.						
HT mains failed	Rectification of fault within twelve hours	Rs. 200 for each day of default	14	14	0	0	0
	Restoration of supply from alternate source, wherever feasible within six hours						
Problem in grid (33 KV or 66 KV) substation	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
	Repair and restoration of supply within forty eight hours						
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours	Rs. 500 for each day of default per day	0	0	0	0	0
	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. 50 for each day of default	5947	5836	111	111	0
	Rectification within seventy two hours						
Street light faults	Local problem	Rs. 50 for each day of default	45445	44980	465	465	0
	Tap of transformer						
Repair of distribution line / transformer / capacitor	Within four hours	Rs. 50 for each day of default	0	0	0	0	0
	Within three days						
Installation and Up-gradation of HT / LT System	Within thirty days	Rs. 100 for each day of default	0	0	0	0	0
	Within ninety days						
Total			60	60	0	0	0

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

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Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **May** **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	69	349	309	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	0	0	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	40	1,072	1,021	16	16	0
Replacement of Defective Meter	Within fifteen days of receipt of complaint	163	781	754	3	2	1
Overall Result		272	2,202	2,084	19	18	1

* 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-b

Name of Discom TPDDL
 Period of Report May 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
Badii	4	33	32	0	0	0
Bawana	13	32	40	0	0	0
Civil lines	3	26	23	0	0	0
Keshavpuram	1	17	14	0	0	0
Mangol puri	5	28	32	0	0	0
Model town	6	17	22	0	0	0
Moti nagar	7	32	33	0	0	0
Narela	6	48	51	0	0	0
Pitam pura	7	18	19	0	0	0
Rohini	6	27	26	0	0	0
Shakti nagar	2	21	21	0	0	0
Shalimar bagh	5	37	40	0	0	0
Total	65	336	353	0	0	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-4

Name of Discom **TPDDL**
 Period of Report **May 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 perandancy	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	1,121	357	346	1	1	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		1,121	357	346	1	1	0

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

Over

Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **May 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	50	156	177	0	0	0
Bawana	37	113	123	0	0	0
Civil lines	23	75	86	0	0	0
Keshaypuram	23	79	91	0	0	0
Mangol puri	37	230	230	0	0	0
Model town	18	71	84	0	0	0
Moti nagar	52	130	142	0	0	0
Narela	26	133	138	0	0	0
Pitam pura	39	120	134	0	0	0
Rohini	60	251	267	0	0	0
Shakti nagar	28	60	72	0	0	0
Shalimar bagh	86	210	241	0	0	0
Total	479	1,628	1,785	0	0	0

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



Compliance of Standards of Performance

Annexure S-6

Name of Discom

TPDDL

Period of Report

May

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	43	42	0	0	0
Bawana	0	108	108	0	0	0
Civil lines	1	23	24	0	0	0
Keshavpuram	2	32	33	0	0	0
Mangol puri	1	132	133	0	0	0
Model town	3	22	24	0	0	0
Moti nagar	6	46	46	0	0	0
Narela	3	75	72	0	0	0
Pitam pura	7	33	35	0	0	0
Rohini	2	34	35	0	0	0
Shakti nagar	1	20	20	0	0	0
Shalimar bagh	1	83	84	0	0	0
Total	27	651	656	0	0	0

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

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Compliance of Standards of Performance

S-7

Name of Discom

TPDDL

Period of Report

May

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	4	28	25	0
Bawana	8	9	11	0
Civil lines	2	12	13	0
Keshavpuram	7	14	19	0
Mangol puri	6	26	28	0
Model town	1	9	8	0
Moti nagar	7	17	19	0
Narela	4	17	18	0
Pitam pura	4	10	11	0
Rohini	5	19	21	0
Shakti nagar	2	33	34	0
Shalimar bagh	14	26	33	0
Total	64	220	240	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-8

Name of Discom: **TPDDL**
 Period of Report: **May**

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	Not Attributable to TPDDL
				Complaints attended within time limit	Complaints attended beyond time limit		
Complaints about consumer's bills							
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	0	26	23	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.	114	1,230	1,288	15	14	1
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	162	1,574	1,579	11	9	2
Overall Result		276	2,830	2,890	26	23	3

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

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Compliance of Standards of Performance

Annexure S-9

Name of Discorn
 Period of Report
 MIS Report on Billing

TPDDL
 May

2015

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7681	0
Provisional Billing	For not more than two billing cycles	13206	1
Provisional Bills generated for PL cases**		3849	

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

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