



TATA POWER-DDL

TPDDL/Regulatory/181
October 19, 2015

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

Sub: MIS Reports for September-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 September-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: Sep
 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 Within eight hours for Rural areas		13013	12899	114	66	48
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas		3816	3805	11	3	8
Service line snapped from the pole	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	Rs. 50 for each day of default	9243	9193	50	50	0
Fault in distribution line/system	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. 50 for each day of default	3369	3363	5	5	0
Distribution transformer failed/burnt	Temporary Restoration of supply through mobile transformer or another backup source within eight hours, wherever feasible	Rs. 100 for each day of default	1858	1858	2	2	0
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible. Recification of fault within twelve hours		43	38	5	5	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	Rs. 200 for each day of default	8126	8105	21	21	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	Rs. 500 for each day of default per day	17	17	0	0	0
Street light faults	Recification to be completed within fifteen days		8775	8279	496	496	0
Total	Recification within seventy two hours	Rs. 50 for each day of default	48239	47555	704	648	56
Local problem	Within four hours		2	2	0	0	0
Tap of transformer	Within three days	Rs. 50 for each day of default	0	0	0	0	0
Repair of distribution 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			2	2	0	0	0

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



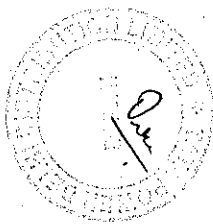
Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Sep** **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	280	1,392	1,242	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	12	7	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	130	920	880	40	37	3
Replacement of Defective Meter	Within fifteen days of receipt of complaint	354	1,033	1,053	1	1	0
Overall Result		764	3,357	3,182	41	38	3

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



Compliance of Standards of Performance

Annexure S-3-a

Name of Discom **TPDDL** Period of Report **Sep 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	132	468	411	0	0	0
Bawana	276	629	574	11	9	2
Civil lines	160	337	405	1	1	0
Keshavpuram	77	320	320	0	0	0
Mahgol puri	321	1,326	1,314	0	0	0
Model town	123	381	367	1	1	0
Moti nagar	171	526	535	0	0	0
Narela	241	576	597	1	1	0
Pitahm pura	171	463	470	0	0	0
Rohini	231	582	601	0	0	0
Shakti nagar	87	307	291	0	0	0
Shalimar bagh	771	1,051	1,244	72	68	4
Total	2,761	6,966	7,129	86	80	6

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



Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Sep 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
Badi	5	17	11	0	0	0
Bawana	11	36	32	0	0	0
Civil lines	5	15	15	0	0	0
Keshavpuram	3	13	11	0	0	0
Mangol puri	4	12	15	0	0	0
Model town	3	17	14	0	0	0
Moti nagar	5	17	16	0	0	0
Narela	7	20	19	1	1	0
Pitarn pura	5	7	10	0	0	0
Rohini	1	17	10	0	0	0
Shakti nagar	2	9	9	0	0	0
Shalimar bagh	3	16	10	0	0	0
Total	54	196	172	1	1	0

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



Compliance of Standards of Performance

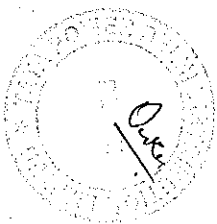
Annexure S-4

Name of Discom **TPDDL**
 Period of Report **Sep 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	1,064	277	481	12	11	1
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		1,064	277	481	12	11	1

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



Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Sep 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	Not Attributable to TPDDL
			with in 2 billing cycles	above 2 billing cycles		
Badii	31	198	212	0	0	0
Bawana	32	143	164	0	0	0
Civil lines	22	86	93	0	0	0
Keshavpuram	10	112	114	0	0	0
Mangol puri	43	311	331	0	0	0
Model town	31	114	129	0	0	0
Moti nagar	29	152	167	0	0	0
Narela	23	158	177	0	0	0
Pitam pura	30	155	168	0	0	0
Rohini	30	298	301	0	0	0
Shakti nagar	17	79	85	0	0	0
Shalimar bagh	48	260	283	0	0	0
Total	346	2,066	2,224	0	0	0

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



Compliance of Standards of Performance

Annexure S-6

TPDDL
Sep

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	12	76	41	0	0	0
Bawana	89	118	152	0	0	0
Civil lines	5	24	27	0	0	0
Keshavpuram	7	53	56	0	0	0
Mangol puri	5	179	179	0	0	0
Model town	1	28	23	0	0	0
Moti nagar	7	37	26	0	0	0
Narela	20	82	54	0	0	0
Pitam pura	4	39	42	0	0	0
Rohini	23	71	44	0	0	0
Shakti nagar	0	44	41	0	0	0
Shalimar bagh	21	78	47	0	0	0
Total	194	829	732	0	0	0

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



Compliance of Standards of Performance

S - 7

Name of Discom
Period of Report

TPDDL
Sep

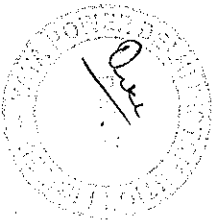
2015

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	2	23	23	0
Bawana	1	18	17	0
Civil lines	3	20	22	0
Keshavpuram	2	14	15	0
Mangol puri	6	47	51	0
Model town	5	13	17	0
Moti hagar	6	21	24	0
Narela	4	17	18	0
Pitarn pura	2	12	13	0
Rohini	4	16	16	0
Shakti nagar	4	30	33	0
Shallimar bagh	7	29	31	0
Total	46	260	280	0

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



Compliance of Standards of Performance

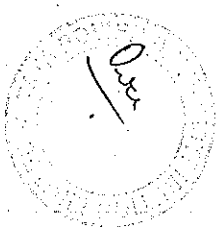
Annexure S-8

Name of Discom: TPDDL
 Period of Report: Sep 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 issues relating to disconnection/ reconnection of supply	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	8	51	57	0	0	0	0
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.	98	2,150	2,062	20	19	1	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	311	1,565	1,485	28	26	2	2
Overall Result		417	3,766	3,604	48	45	3	3

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



Compliance of Standards of Performance

Annexure S-9

Name of Discom TPDDL
 Period of Report Sep 2015
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8263	0
Provisional Billing	For not more than two billing cycles	13649	0
Provisional Bills generated for PL cases**		4009	

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

Order