



TATA POWER-DDL

TPDDL/Regulatory/181
December 18, 2015

The Secretary
Delhi Electricity Regulatory Commission
Viniyamak Bhawan, C- Block, Shivalik
Malviya Nagar
New Delhi-110017

Sub: MIS Reports for November-15 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.

Sir,

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 November-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.

TATA POWER DELHI DISTRIBUTION LIMITED

(A Tata Power and Delhi Government Joint Venture)

Corporate Office : NDPL House Hudson Lines Kingsway Camp Delhi - 110 009

Website : www.tatapower-dcl.com CIN No. : U40109DL2001PLC111526

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		Period of Report		Nov		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	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	Rs. 50 for each day of default	6929	6828	101	53	48						
Service line broken	Within six hours for Urban areas		2294	2290	4	3	1						
Service line snapped from the pole	Within twelve hours for Rural areas	Rs. 50 for each day of default	7889	7868	21	21	0						
Fault in distribution lines/system	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		2808	2806	2	2	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	9	9	0	0	0						
HT mains failed	Temporary restoration of power supply within four hours, wherever feasible Rectification of fault within twelve hours		6041	6021	20	20	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	29	29	0	0	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. Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within fifteen days		0	0	0	0	0						
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	6364	6276	88	88	0						
Total			33836	33588	248	199	49						
Local problem	Within four hours	Rs. 50 for each day of default	1	1	0	0	0						
Tap of transformer	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						
Installation and Up-gradation of HT / LT System	Within ninety days		0	0	0	0	0						
Total			1	1	0	0	0						

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

Date

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Nov 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	297	591	761	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	1	4	5	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	45	634	603	22	21	1
Replacement of Defective Meter	Within fifteen days of receipt of complaint	126	769	724	1	0	1
Overall Result		469	1,998	2,093	23	21	2

* With reference to Letter No. NDPL/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 **Nov 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
Baoli	105	447	415	2	2	0
Bawana	155	515	470	3	1	2
Civil lines	101	351	309	0	0	0
Keshavpuram	66	281	255	1	0	1
Mangol puri	147	1,085	977	0	0	0
Model town	117	381	360	1	0	1
Moti nagar	121	461	409	0	0	0
Narela	133	522	477	0	0	0
Pitarn pura	59	344	282	0	0	0
Rohini	151	479	493	0	0	0
Shakti nagar	75	230	226	0	0	0
Shalimar bagh	248	1,167	1,013	1	0	1
Total	1,478	6,263	5,686	8	3	5

* 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 **Nov 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 30 days	beyond 30 days	Attributable to TPDDL	Not Attributable to TPDDL
Badli	4	7	4	0	0	0
Bawana	7	31	31	0	0	0
Civil lines	5	4	4	0	0	0
Keshavpuram	2	5	4	0	0	0
Mangol puri	1	9	8	0	0	0
Model town	4	7	8	0	0	0
Moti nagar	5	11	12	0	0	0
Narela	3	19	15	0	0	0
Pitam pura	1	9	8	0	0	0
Rohini	2	10	9	0	0	0
Shakti nagar	3	1	4	0	0	0
Shalimar bagh	3	9	9	0	0	0
Total	40	122	116	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 **Nov 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	781	220	284	9	7	2
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		781	220	284	9	7	2

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

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Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Nov 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	133	144	0	0	0
Bawana	24	96	110	0	0	0
Civil lines	15	50	58	0	0	0
Keshavpuram	15	90	96	0	0	0
Mangol puri	37	187	212	0	0	0
Model town	20	72	88	0	0	0
Moti nagar	20	147	156	0	0	0
Narela	18	103	107	0	0	0
Pitarn pura	23	88	100	0	0	0
Rohini	40	203	230	0	0	0
Shakti nagar	11	49	57	0	0	0
Shalimar bagh	46	173	210	0	0	0
Total	292	1,391	1,568	0	0	0

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

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Annexure S-6

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Name of Discom

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Period of Report

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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
Badi	76	46	81	0	0	0
Bawana	30	89	116	0	0	0
Civil lines	2	29	19	0	0	0
Keshaypuram	5	42	47	0	0	0
Mangol puri	12	500	500	0	0	0
Model town	4	19	17	0	0	0
Moti nagar	48	62	40	0	0	0
Narela	2	65	65	0	0	0
Pitam pura	3	38	38	0	0	0
Rohini	82	69	39	0	0	0
Shakti nagar	6	35	35	0	0	0
Shalimar bagh	97	76	126	0	0	0
Total	367	1,070	1,123	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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Name of Discom
Period of Report

TPDDL
Nov 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
Badii	4	12	16	0
Bawana	1	8	8	0
Civil lines	3	14	15	0
Keshavpuram	1	11	12	0
Mangol puri	6	30	35	0
Model town	1	2	3	0
Moti nagar	1	17	17	0
Narela	1	18	17	0
Pitampura	2	9	11	0
Rohini	3	24	24	0
Shakti nagar	2	16	18	0
Shalimar bagh	10	13	19	0
Total	35	174	195	0

* With reference to Letter No. NDPL/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 : Nov

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.	9	45	46	3	3	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.	90	1,465	1,460	19	19	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	417	1,175	1,056	38	35	3
Overall Result		516	2,685	2,562	60	57	3

* With reference to Letter No. NDPL/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
 Nov

2015

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	7890	0
Provisional Billing	For not more than two billing cycles	9805	0
Provisional Bills generated for PL cases**		2909	

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

Over