



TATA POWER-DDL

File 181

R/C



TPDDL/Regulatory/181
November 20, 2015

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

Sub: MIS Reports for October-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 October-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-ddl.com CIN No. : U40109DL2001PLC111526

Compliance of Standards of Performance

S-1

Name of Discom		TPDDL		2015			
Period of Report		Oct					
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		8003	7896	107	83	24
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas		2575	2565	10	9	1
Service line snapped from the pole	Temporary Supply to be restored within four hours from alternate source, wherever feasible.		8059	8026	33	32	1
Fault in distribution lines/system	Rectification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 50 for each day of default	2745	2743	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 Temporary restoration of power supply within four hours, wherever feasible.	Rs. 100 for each day of default	1112	1109	3	3	0
HT mains failed	Rectification of fault within twelve hours	Rs. 200 for each day of default	34	34	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 Restoration of supply from alternate source, wherever feasible within six hours		8146	8141	5	5	0
Failure of Power Transformer	Roster load shedding may be carried out to avoid overloading of alternate source. Rectification action plan to be intimated to the Commission within seven two hours Rectification to be completed within fifteen days	Rs. 500 for each day of default per day	2	2	0	0	0
Street light faults	Rectification within seven two hours	Rs. 50 for each day of default	8053	7921	132	132	0
Total			38729	38437	292	286	26
Local problem			6	5	1	1	0
Tap of transformer	Within three hours	Rs. 50 for each day of default	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			6	5	1	1	0

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

Compliance of Standards of Performance

Annexure S-2

Name of Discom **TPDDL**
 Period of Report **Oct 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	389	1,322	1,412	1	1	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	5	1	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	50	797	765	35	32	3
Replacement of Defective Meter	Within fifteen days of receipt of complaint	238	854	966	0	0	0
Overall Result		682	2,974	3,148	36	33	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 **Oct 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	145	529	569	1	0	1
Bawana	271	552	657	8	4	4
Civil lines	102	388	386	2	2	0
Keshavpuram	69	385	386	0	0	0
Mangol puri	211	1,277	1,337	0	0	0
Model town	125	441	445	0	0	0
oti nagar	145	488	512	0	0	0
Narela	174	637	674	1	1	0
Pitam pura	152	428	523	0	0	0
Rohini	151	583	580	1	1	0
Shakti nagar	91	295	310	0	0	0
Shalimar bagh	417	1,018	1,182	5	3	2
Total	2,053	7,021	7,561	18	11	7

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

Compliance of Standards of Performance

Annexure S-3-b

Name of Discom **TPDDL**
 Period of Report **Oct 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	8	12	16	0	0	0
Bawana	9	26	27	0	0	0
Civil lines	5	8	8	0	0	0
Keshavpuram	4	8	10	0	0	0
Mangol puri	0	12	11	0	0	0
Model town	6	11	13	0	0	0
oti nagar	4	11	11	0	0	0
Narela	6	20	23	0	0	0
Pitam pura	2	6	7	0	0	0
Rohini	6	12	14	1	1	0
Shakti nagar	2	10	9	0	0	0
Shallmar bagh	5	18	20	0	0	0
Total	57	154	169	1	1	0

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

Compliance of Standards of Performance

Annexure S-4

Name of Discom	TPDDL		2015	Compliance of Standards of Performance					
	Period of Report	Oct		Request attended	Request not attended within specified	Attributable to TPDDL	Not Attributable to TPDDL		
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 within specified limit	Request attended above specified limit	Request not attended within specified limit attributable to TPDDL	Request not attended within specified limit 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	921	299	445	13	7	6		
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 for grid station needs to be established)	Three Hundred and Sixty Five days	0	0	0	0	0	0		
Total		921	299	445	13	7	6		

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

Compliance of Standards of Performance

Annexure S-5

Name of Discom **TPDDL**
 Period of Report **Oct 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
Badi	29	140	152	0	0	0
Bawana	23	123	130	0	0	0
Civil lines	23	75	88	0	0	0
Keshavpuram	16	100	105	0	0	0
Mangol puri	48	226	250	0	0	0
Model town	24	106	115	0	0	0
Moti nagar	24	137	147	0	0	0
Narela	13	106	105	0	0	0
Nyitam pura	28	150	162	0	0	0
Rohini	50	272	291	0	0	0
Shakti nagar	18	72	82	0	0	0
Shalimar bagh	62	199	232	0	0	0
Total	358	1,706	1,859	0	0	0

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

Compliance of Standards of Performance

Annexure S-6

TPDDL
Oct

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	48	73	45	0	0	0
Bawana	55	123	148	0	0	0
Civil lines	2	25	25	0	0	0
Keshaypuram	5	45	46	0	0	0
Mangol puri	5	228	224	0	0	0
Model town	6	38	41	0	0	0
Moti nagar	20	93	67	0	0	0
Sarela	48	85	131	0	0	0
Pitam pura	1	32	32	0	0	0
Rohini	51	73	42	0	0	0
Shakti nagar	4	43	42	0	0	0
Shalimar bagh	53	97	53	0	0	0
Total	298	955	896	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
Oct

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	6	17	21	0
Bawana	4	12	15	0
Civil lines	3	3	6	0
Keshavpuram	3	17	20	0
Mangol puri	6	30	34	0
Model town	2	14	16	0
Moti nagar	4	13	17	0
Parela	4	18	22	0
Patam pura	2	16	17	0
Rohini	4	17	19	0
Shakti nagar	1	21	22	0
Shalimar bagh	5	25	24	0
Total	44	203	233	0

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

Compliance of Standards of Performance

Annexure S-8

Name of Discom
Period of Report

TPDDL
Oct

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	62	55	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.	168	2,087	2,148	17	17	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.	364	1,314	1,208	54	53	1
Overall Result		534	3,463	3,411	71	70	1

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

Compliance of Standards of Performance

Annexure S-9

Name of Discom: TPDDL
 Period of Report: Oct 2015
 MIS Report on Billing

Service Area	Standard	No. of bills generated	
		within specified limit	above specified limit
First Bill	Within four billing cycles	8324	0
Provisional Billing	For not more than two billing cycles	10341	0
Provisional Bills generated for PL cases**		3737	

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