

**Fatal and non-fatal accident report**

Name of TATA Power-DDL  
 Period of Report April  
 FY 2023

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	2	0	0	0	0	2	0	0

FH-Fatal Human

NFH-Non Fatal Human

FA-Fatal Animal

## Action taken report for safety measures complied for the accidents occurred

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Sl.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CE/EI/ AEI	Remedies suggested by CE/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Tower No. 6 of 33KV Jahangirpuri, Tigipur CKT. Near Bhalswa landfill Site, Outer Ring Road Delhi	08.04.2022	Fatal	A message received from TPDDL Zonal team about the incident in security control room which was further conveyed to power system control that an unidentified & unauthorized general public person infringed live over head R- Ph conductor of TPDDL naming 33KV JHP-Tigipur CKT. & met with accident at tower No. 6. This unauthorized and unsafe act of general public caused tripping of above mention line simultaneously. After immediate operation of protection relay. When this person was trying to access the tower and conductors with the purpose of theft he came in the contact of live R-Ph bottom conductor and got himself electrocuted in the process. TPDDL team observed the clear evidences of infringement as 33KV conductor as there were flash marked and pitting marks over R-Ph conductor and insulator disc of R-Ph found flashed. The line was later charged at 1:10 Hrs on 09-04-2022. All clearance of this 33KV line were found in line with the CEA guidelines 2010 & Gazette of India and point No. 65 and this was a clear violation of CEA guidelines 2010 and Indian Electricity Rules safety provisions.	Reported to EI	Not Shared	Not Shared	Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
2	KH No. 27/14/2, Village Nagli poona near Mata Sukhdevi public school	13.04.2022	Fatal	On Dated 13-04-2022 no power supply complaint received from Nagli poona and Khera kalan area. During Patrolling the area Zonal Shift officer (ZSO) received call at approx 04:45 AM from TPDDL security control room that a person got electric shock/flash at KH No. 27/14/2, Village Nagli poona near Mata Sukhdevi Public School, Delhi - 110036. Duty Zonal Shift officer immediately rushed to the site and found one truck vide: RJ09GC1903 was illegally parked below the HT Line and victim was laying on the ground. As per information gathered from site, victim got electric shock/Flash when he came on arcking Zone of 11KV HT Bare conductor while removing the rope/material from truck resulted in to tripping of feeder at first switching station (FSS). Meter against CA No. 60001982147 in name of Mr Pawan Kumar S/O Gaya Nand Chand installed at site and on further inquiry it was found that illegal land filling done by said consumer in agricultural field to use this space for truck parking below HT Lines. In past unauthorized construction notice vide: 809651dated 23/12/2019 and vide 6251dated 17-08-2021 to this premises already served.	Reported to EI	Not Shared	Not Shared	Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA

## Restoration of Power Supply

Name of Company  
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TATA Power-DDL  
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Service Area	Standard w.r.t AT&C losses			Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the			Balance complaint to be attended
	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
1	2			3	4	5=3+4	6	7	8=6+7	9=5-8
Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	Within 3hrs	Within 4hrs	Within 6hr	0	22478	22478	22470	8	22478	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within 2hrs	Within 3hrs	Within 4hrs	0	7377	7377	7328	49	7377	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	80	80	80	0	80	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	10221	10221	10209	12	10221	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	452	452	430	22	452	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days			0	315	315	315	0	315	0

**Quality of Power Supply**

Name of Company  
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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	Resolution Within 4hrs	0	0	0	0	0	0	0
Tap setting of transformer	Resolution Within 24hr	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/capacitor	Resolution Within 15 days	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	Resolution within 90 days	0	0	0	0	0	0	0

## Complaint about meters

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	Within fifteen days of receipt of complaint	310	415	725	483	0	483	242
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	29	40	69	42	0	42	27
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	124	458	582	434	4	438	144
Complaint lodged for burnt meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter.Meter to be replaced within three days	19	364	383	332	14	346	37
Complaint lodged for stolen meter	Restoration of supply within three hours either by bypassing the burnt meter or by installing temporary meter. Meter to be replaced within three days.	15	44	59	41	2	43	16



## Applications for New connections/Additional Load, where power supply requires extension of distribution system

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Description	Standard	Pending complaint of the previous month	Complaint received during the month	Total	Complaints attended during the month			Balance complaint to be attended
				Complaint	Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1. Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.	43	12	55	17	2	19	36
2. Electrified Areas (Where extension of lines or augmentation of Distribution Transformation on capacity , where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.	108	38	146	36	3	39	107
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	226	51	277	20	1	21	256
4. Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note	110	23	133	52	0	52	81
5. Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note	135	21	156	21	1	22	134

Connection in un-electrified areas

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un- Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) Availability of right of way & land, wherever required	0	1	1	0	1	1	0
Un- Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Within 12 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) availability of right of way & land, wherever required.	17	6	23	6	1	7	16



## Transfer of Consumer's connection and conversion of services

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	443	5207	5650	5195	1	5196	454
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	68	915	983	930	31	961	22
Change of category	Change of category within 7 days of acceptance of application	62	405	467	396	1	397	70
In case connection is denied after receipt of payment against demand note		NA						
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent	By 31st May	0	0	0	0	0	0	0

## Complaints about consumer's bills, disconnection, reconnection of supply

Name of Company TATA Power-DDL

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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	16	240	256	225	1	226	30
Non-Payment of dues by the consumer		0	0	0	0	0	0	0
Request for reconnection	Licensee shall reconnect the consumer's installation within 24hrs of payment	0	12	12	9	0	9	3
Final bill for vacation of Premises / change of occupancy/ Consumer wanting disconnection	Licensee to carry out special reading and prepare final bill, including all arrears upto the date of billing, within five days from the date of disconnection.	305	2813	3118	2669	172	2841	277

## Failure of Distribution Transformer

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No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Number of distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
30926	-264	30662	57	0.19

Failure of Power Transformer

Name of Company TATA Power-DDL  
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No. of Power transformers at the beginning of the month	No. of Power transformers added during the month	Total number of Power transformers	Number of Power transformers failed	% Failure rate of Power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
215	0	215	0	0

## Summary of Overall Standards of Performance

Name of Company TATA Power-DDL  
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Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		Performance achieved (%) (C)
				Within Specified Time	Beyond specified time	
1	Power Supply Failure					
(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be rectified within prescribed time limits under Schedule-1	22478	22470	8	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		7377	7328	49	99.34
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		80	80	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10221	10209	12	99.88
(v)	Continuous scheduled power outages		452	430	22	95.13
(vi)	Replacement of burnt meter or stolen meter		315	315	0	100.00
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	648	648	0	100.00
	Restoration of supply by 6:00 PM		648	643	5	99.23
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	10637	10637	0	100.00
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.130			
	SAIDI		0.075			
	CAIDI		0.577			
5	Frequency variation	To maintain supply frequency within range as per IEGC	0	0	0	–
6	Voltage imbalance	Maximum of 3% at point of commencement of supply	0	0	0	–
7	Percentage billing mistakes	Shall not exceeding 0.2%	240	211	0	0.01

## Compensation Details

Name of Company TATA Power-DDL  
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Sl.No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable in (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity Connections		0	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation Required	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(iii)	Un-electrified Areas	1% of the amount deposited by developer/ applicants per day of default.	0	0	0	0	0
(iv)	Connection denied after receipt of payment against demand note	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(v)	Connection energized through loop	Rs. 500 per kW of sanctioned/contract demand	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default.	0	0	0	0	0
4	Notice for downward revision of load	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default.	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of meters	Rs.50 for each day of default	0	0	0	0	0
8	Fault in street light maintained by the Licensee	Rs.75 for each day of default	0	0	0	0	0
9	Voltage fluctuations and complaints		0	0	0	0	0
(i)	Local problem	Rs. 50 for each day of default	0	0	0	0	0
(ii)	Tap setting of transformer	Rs. 25 for each day of default	0	0	0	0	0
(iii)	Repair of distribution line /transformer / capacitor	Rs. 100 for each day of default	0	0	0	0	0
(iv)	Installation and up-gradation of HT/LT System		0	0	0	0	0
10	Power supply Failure	Rs. 10 per KW per hour of sanctioned or contract demand, as the case may be, subject to maximum of Rs. 200 per hour per consumer.	0	0	0	0	0
11	<b>Total</b>		0	0	0	0	0

**Unauthorised Use of Electricity**

Name of Company                      TATA Power-DDL  
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<b>No. of cases booked</b>	<b>No. of cases where UUE is established by the Licensee</b>	<b>No. of cases where appeal filed by the consumer before the Appellate Authority</b>	<b>No. of cases decided by the Appellate Authority in favour of the Licensee</b>	<b>No. of cases decided by the Appellate Authority in favour of the consumer</b>
17	15	0	0	0

**Theft of Electricity**

Name of Company  
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<b>No. of cases booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgement delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favour of Licensee</b>	<b>No. of cases decided by the Special Court in favour of consumer</b>
232	37	31	31	0