

Format I

Fatal and non-fatal accident report

Name of Company TATA Power-DDL
Period of Report FY
Year 2018-2019

Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside		
FH	NFH	FH	FA	NFH
1	1	8	1	6

FH-Fatal Human
NFH-Non Fatal Human
FA-Fatal Animal

Restoration of Power Supply

Name of Company TATA Power-DDL
 Period of Report FY
 Year 2018-2019

Service Area	Standard w.r.t AT&C losses			Pending complaint at the beginning of the year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	336383	336383	335854	529	336383	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	137797	137797	136507	1290	137797	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	1643	1643	1636	7	1643	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	104286	104286	103889	397	104286	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	15107	15107	14965	142	15107	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	7595	7595	7582	13	7595	0

Format IV

Quality of Power Supply

Name of Company TATA Power-DDL
 Period of Report FY
 Year 2018-2019

Service Area	Standard	Pending complaint at the beginning of the year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	74	74	74	0	74	0
Tap setting of transformer	Resolution Within 24hr	0	0	0	0	0	0	0
Repair of Distribution Line/transform/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

Name of Company TATA Power-DDL
 Period of Report FY
 Year 2018-2019

Service Area	Standard	Pending complaint at the beginning of the year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	149	9289	9438	9224	0	9224	214
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	1	34	35	35	0	35	0
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	79	6201	6280	6185	21	6206	74
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	32	8411	8443	7979	446	8425	18
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.	25	522	547	473	50	523	24

New connections/Additional Load, where power supply can be provided from existing network

Name of Company TATA Power-DDL
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Description	Standard	Pending complaint at the beginning of the year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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
Where no RoW or road cutting permission is required	Within 8 days from the acceptance of application	6460	100478	106938	102717	3474	106191	1247
Where RoW or road cutting permission is required	Within 15 days from the acceptance of application	0	0	0	0	0	0	0

*Includes Reopen cases

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

Name of Company TATA Power-DDL
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 Year 2018-2019

Description	Standard	Pending complaint at the beginning of the year	Complaint received during the Year	Total	Complaints attended during the Year			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.	193	1419	1612	1855	268	2123	70
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.	143	589	732	639	88	727	163
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	154	351	505	304	200	504	131
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	140	220	360	192	94	286	93
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	5	88	93	132	3	135	44

*Includes Reopen cases

Connection in un-electrified areas

Name of Company
 Period of Report
 Period of Report

TATA Power-DDL
 FY
 2018-2019

Service Area	Standard	Pending complaint at the beginning of the year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	1471	5469	6940	6251	0	6251	712
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.	0	0	0	0	0	0	0

*Includes Reopen cases

Transfer of Consumer's connection and conversion of services

Name of Company
Period of Report
Year

TATA Power-DDL
FY
2018-2019

Service Area	Standard	Pending complaint at the beginning of the year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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	700	40317	41017	40746	12	40758	259
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	7	18500	18507	18233	251	18484	23
Change of category	Change of category within 7 days of acceptance of application	64	3893	3957	3250	582	3832	125
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 at the beginning of the year	Complaint received during the Year	Total Complaint	Complaints attended during the Year			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.	46	8777	8823	8762	9	8771	52
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	43	21848	21891	21790	55	21845	46
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.	1044	20058	21102	19711	1109	20820*	289

*Includes Reopen cases

Failure of Distribution Transformer

Name of Company TATA Power-DDL
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No. of Distribution transformers at the beginning of the Year	No. of Distribution transformers added during the Year	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)%
29906	596	30502	332	1.09

Failure of Power Transformer

Name of Company TATA Power-DDL
 Period of Report FY
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No. of Power transformers at the beginning of the Year	No. of Power transformers added during the Year	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)%
201	2*	203	0	0

*Net of Addition and Removal of PTr

Summary of Overall Standards of Performance

Name of Company TATA Power-DDL
 Period of Report FY
 Year 2018-2019

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of 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	336383	335854	529	99.84
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		137797	136507	1290	99.06
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1643	1636	7	99.57
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		104286	103889	397	99.62
(v)	Continuous scheduled power outages		15107	14965	142	99.06
(vi)	Replacement of burnt meter or stolen meter		7595	7582	13	99.83

Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (%) (C)
				Within Specified Time	Beyond specified time	
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	8205	8205	0	100
	Restoration of supply by 6:00 PM		8205	8178	27	99.67
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	167542	167413	129	99.92
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	1.626			
	SAIDI		1.698			
	CAIDI		1			
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%	8777	7855	0	0.04

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		1	3726	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	1	3726	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

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.)
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	Total		1	3726	0	0	0

Format XV**Unauthorised Use of Electricity**

Name of Company TATA Power-DDL
Period of Report FY
Year 2018-2019

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
226	343	4	2	1

Theft of Electricity

Name of Company TATA Power-DDL
Period of Report FY
Year 2018-2019

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer
2776	704	866	842	24