

**Fatal and non-fatal accident report**

Name of TATA Power-DDL  
 Period of Report July  
 FY 2023-24

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	3	0	0	0	0	4	0	1

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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S.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI/ AEI	Remedies suggested by CEI/EI//AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	H.No. 1830 A, Gali No. 5 (Kashmeri Colony) Jain Nagar, Village - Karala - Delhi	17.07.2023	Fatal	On 17.07.23 around 15:13 PM on duty Zonal Shift Officer (ZSO) received call from TPDDL PSC desk about the tripping event occurred at pole no. HT513-2/33/14. Fuse blown complaint at pole. While Zonal Shift officer (ZSO) reached at site i.e. pole no HT513-2/33/14 (Gali No 5 Jain Nagar) found that tripping occurred due to fuse blown. ZSO immediately started patrolling to vet the reason behind occurrence of the tripping event and during the patrolling of the nearby network, ZSO gathered information from the local residents of Gali no 05 Jain Nagar, that a person had fallen from 1st floor of House No 1803 A Gali No 5,(Kashmiri Colony) Jain Nagar,Village Karala Delhi- 110081. Later after more communication gathered from the local residents, it was informed that the said person (stated as Khana) was illegally working on the pole no. HT513-2/26/14/5 by placing a bamboo ladder 1st floor of the aforesaid premise. As per further information gathered, the stated person was illegally shifting the 11KV line. He had already placed an additional iron channel and while shifting the 11 kv conductor this incident happened.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
2	Amit Kumar B3/9 (Basement) Model Town Delhi	23.07.2023	Fatal	As reported by PS Model town District North west one person was found laying at the basement of B3/9 Model town in unconscious condition. At the time of incident the basement was filled with approximately 6 inches of water level. It is suspected that person was engaged in dewatering working using electrical motor and he might have been electrocuted .	Received from Delhi Police			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
3	Near Wazirpur - 2, Grid along the canal	31.07.2023	Fatal	On dated 31.07.2023 around 10.15 AM on duty Zonal Shift Officer (ZSO) received a call from TPDDL security control about a dead body found near TPDDL HT pole Wazirpur -2 Grid along the CANAL Delhi - 110052. Zonal team immediately rushed to site and unknown dead body was found near the pole. Delhi Police was present at site and took the body in custody for further investigation. Cause of death is not communicated by Delhi Police yet.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA

## Restoration of Power Supply

Name of Company  
Period of Report  
FY

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	30676	30676	30665	11	30676	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	8531	8531	8519	12	8531	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	75	75	74	1	75	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	13538	13538	13535	3	13538	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	250	250	250	0	250	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	365	365	365	0	365	0

**Quality of Power Supply**

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 Period of Report  
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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/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**

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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	494	2095	2589	1624	0	1624	965
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	29	121	150	81	0	81	69
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	210	1151	1361	987	2	989	372
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	40	511	551	494	1	495	56
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.	22	43	65	45	1	46	19

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

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Description	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
Where no RoW or road cutting permission is required	Within 7 days from the acceptance of application	1889	8986	10875	8822	0	8822	2053
Where RoW or road cutting permission is required	Within 15 days from the acceptance of application	0	0	0	0	0	0	0

## 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.	76	29	105	57	0	57	48
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.	174	59	233	24	2	26	207
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	222	69	291	79	0	79	212
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	92	39	131	50	0	50	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	306	93	399	71	0	71	328

## 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			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	0	0	0	0	0	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.	2	0	2	1	0	1	1



## 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	1098	4646	5744	4606	0	4606	1138
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	36	770	806	763	3	766	40
Change of category	Change of category within 7 days of acceptance of application	87	585	672	583	0	583	89
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

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					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.	82	1530	1612	1466	0	1466	146
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	353	4577	4930	4611	74	4685	245
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.	335	2819	3154	2719	0	2719	435

Format XI

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)%
30210	8	30218	31	0.10

Format XII

**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)%
217	1	218	0	0

## Summary of Overall Standards of Performance

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Sl.No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		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	30676	30665	11	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		8531	8519	12	99.86
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		75	74	1	98.67
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		13538	13535	3	99.98
(v)	Continuous scheduled power outages		250	250	0	100.00
(vi)	Replacement of burnt meter or stolen meter		365	365	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	374	374	0	100.00
	Restoration of supply by 6:00 PM		374	373	1	99.73
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	15231	15216	15	99.90
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.081			
	SAIDI		0.043			
	CAIDI		0.531			
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%	1530	1392	0	0.07

## Compensation Details

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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 bills	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 Failure supply	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**

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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>
131	113	1	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>
281	87	56	56	0