

**Fatal and non-fatal accident report**

Name of TATA Power-DDL  
 Period of Report May  
 FY 2022-23

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	1	2	0	1	0	1	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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Sl.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CE/VE/ AEI	Remedies suggested by CE/VE//AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Near C-1/129, Krishan Vihar, New Delhi	04-05-2022	Non Fatal	Message received at around 18:30 Hrs related to current leakage in LT pole in C1 Block Krishan Vihar. Immediately our Team reached at site, where one illegal advertisement board( unauthorized installed by unknown agency leading to creation of Electrically unsafe situation at pole) found on LT Pole which was also touching main iron gate of street. Team checked site, found current leakage in advertisement board, advertisement board and leakage was removed. Later it is informed by nearby public that a person got electric shock from Iron main Gate and was taken to Sanjay Gandhi Hospital.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
2	Zone 504+510	05-05-2022	Non Fatal	Housekeeping employee was working on tin shed of vehicle parking area for cleaning of accumulated dry leaves in zone 510. During cleaning he slipped from edge of the tin shed and fell down on ground, landing on his feet. He was taken to nearby hospital and in subsequent examination by expert doctor confirmed that he is having fracture in left leg heel. He was given appropriate medical treatment.	N/A			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
3	House No 61, Pocket-6, sector -22, Rohini, New Delhi.	14-05-2022	Fatal	Message received at around 12:38 Hrs related to Current leakage in premise at House No 61, Pocket-6 , Sector-22, Rohini, Delhi. Breakdown team reached at site where one iron almirah was found hanging in front of upper Ground Floor of premise. It was informed by public that an unknown person of labour was working on first floor of premise, came in arching zone of 11KV bare conductor, during process of carrying Almirah from ground to first floor using ropes Unauthorized construction notice was also served to premise on dated 30.03.2022.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
4	Agriculture Area Near Samsan Ghat Road of Village Tajpur Narela	20-05-2022	Fatal	On dated 21.05.2022 at Approx., 02:30 hrs a message was received from Delhi Police to ZSO on duty regarding electrocution of Public Personal Near Samsan Ghat of Village Tajpur on dated 20.05.2022 at 21:30 hrs. ZSO on duty immediately reached at site and found tree log fallen on LT network caused breakage of one phase and guard wire of LT Bare Conductor Network. It was immediately repaired. Further information gathered from the local residents/Delhi Police, when this incident happened the Victim Mr. Sanju was on bike with other 02 friends coming back to home from Samsan Ghat Road and Heavy storm came, due to which a tree log fallen on LT bare Network caused breakage of LT Network. The incident took place simultaneously i.e. falling of tree branch and LT Network falling on the Victim's Bike. Mr. Sanju was immediately taken to the nearest Bakhtawarpur Hospital. He was further referred to Max Hospital, where he was declared brought dead.	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  
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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	33031	33031	33017	14	33031	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	11588	11588	11551	37	11588	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	85	85	84	1	85	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	13970	13970	13930	40	13970	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	503	503	503	0	503	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	377	377	377	0	377	0

**Quality of Power Supply**

Name of Company  
 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/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	242	1082	1324	684	0	684	640
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	27	72	99	47	0	47	52
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	144	634	778	591	2	593	185
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	37	432	469	421	6	427	42
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.	16	28	44	29	0	29	15



## 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.	38	36	74	22	1	23	51
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.	54	26	80	20	0	20	60
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	307	66	373	20	1	21	352
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	82	37	119	32	1	33	86
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	133	35	168	18	0	18	150

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	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.	16	2	18	1	3	4	14



## 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	454	5325	5779	5255	0	5255	524
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	22	697	719	703	6	709	10
Change of category	Change of category within 7 days of acceptance of application	70	392	462	370	5	375	87
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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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.	30	769	799	729	0	729	70
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	3	17	20	19	0	19	1
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.	277	3082	3359	2862	190	3052	307

## 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)%
30662	-133	30529	59	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	33031	33017	14	99.96
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		11588	11551	37	99.68
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		85	84	1	98.82
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		13970	13930	40	99.71
(v)	Continuous scheduled power outages		503	503	0	100.00
(vi)	Replacement of burnt meter or stolen meter		377	377	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	468	468	0	100.00
	Restoration of supply by 6:00 PM		468	468	0	100.00
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	14237	14227	10	99.93
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.261			
	SAIDI		0.219			
	CAIDI		0.839			
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%	769	700	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		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**

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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>
42	18	0	0	0

**Theft of Electricity**

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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>
298	71	27	25	2