



**TATAPOWER-DDL**

**TPDDL/Regulatory/181**

April 15, 2014

**Ms. Jayshree Raghuraman**

**Secretary**

Delhi Electricity Regulatory Commission

Viniyamak Bhawan, C- Block, Shivalik

Malviya Nagar

New Delhi-110017

**Sub: MIS Reports for Mar-14 under Regulation 66 of the Delhi Electricity Supply Code and Performance Standards Regulations, 2007.**

Dear Madam,

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 March-14** 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.

for **TATA Power Delhi Distribution Limited**

**Bhupender Bhushan Sachdev**

Head – Business Development & 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

**Compliance of Standards of Performance**

S-1

Name of Discom		TPDDL		2014							
Period of Report		Mar									
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)	Pending no. of Complaints Received	Total complaints Received	Complaints Attended		Complaints not attended within specified time limit		Pending no. of Complaints Received		
					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		0	6242	6226	16	16	0	0	0	
Service line broken	Within six hours for Urban areas Within twelve hours for Rural areas		0	1969	1967	2	2	0	0	0	
Service line snapped from the pole	Temporary Supply to be restored within four hours from alternate source, wherever feasible. Rectification of fault and thereafter Restoration of normal power supply within twelve hours	Rs. 50 for each day of default	0	7822	7816	6	6	0	0	0	
Fault in distribution line/system	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. Rectification of fault within twelve hours	Rs. 100 for each day of default	0	3089	3089	0	0	0	0	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. Rectification of fault within twelve hours	Rs. 200 for each day of default	0	29	29	0	0	0	0	0	
HT mains failed	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	Rs. 200 for each day of default	0	2817	2810	7	7	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	Rs. 500 for each day of default per day	0	22	22	0	0	0	0	0	
Failure of Power Transformer	Restoration of supply from alternate source, wherever feasible within six hours Roster load shedding may be carried out to avoid overloading of alternate source. Rectification action plan to be intimated to the Commission within seventy two hours Rectification to be completed within fifteen days	Rs. 50 for each day of default	0	6212	6084	128	128	0	0	0	
Street light faults	Rectification within seventy two hours	Rs. 50 for each day of default	0	29218	29059	159	159	0	0	0	
Total	Within four hours Within three days		0	1	0	1	0	0	0	0	
Local problem	Within three days		0	0	0	0	0	0	0	0	
Tap of transformer	Within thirty days		0	0	0	0	0	0	0	0	
Repair of distribution line / transformer / capacitor	Within thirty days		0	0	0	0	0	0	0	0	
Installation and Up-gradation of HT / LT System	Within ninety days		0	0	0	0	0	0	0	0	
Total			0	1	0	1	0	0	0	0	

\*With reference to Letter No. NDP/LCCM/3 dated July 18, 2008

*Dipankar*

**Compliance of Standards of Performance**

Annexure S-2

Name of Discom: TPDDL  
 Period of Report: Mar 2014  
 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	141	478	515	0	0	0
Testing of Meter - Slow	Within fifteen days of receipt of complaint	0	4	2	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	26	654	612	7	4	3
Replacement of Defective Meter	Within fifteen days of receipt of complaint	130	827	829	0	0	0
<b>Overall Result</b>		<b>297</b>	<b>1,963</b>	<b>1,958</b>	<b>7</b>	<b>4</b>	<b>3</b>

\* With reference to Letter No. NDP/LCCM/3 dated July 18, 2008

*Supriya*

**Compliance of Standards of Performance**

Annexure S-3-a

Name of Discom **TPDDL**  
 Period of Report **March 2014**  
**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	76	499	521	0	0	0
Bawana	143	628	631	3	3	0
Civil lines	62	328	307	0	0	0
Lawrance road	67	301	323	0	0	0
Mangol puri	95	1,038	1,001	0	0	0
Model town	49	437	425	0	0	0
Moti nagar	92	581	583	1	0	1
Narela	52	548	520	1	1	0
Pitam pura	66	427	427	0	0	0
Rohini	60	551	543	0	0	0
Shakti nagar	43	296	265	0	0	0
Shalimar bagh	229	1,115	1,168	0	0	0
<b>Total</b>	<b>1,034</b>	<b>6,749</b>	<b>6,714</b>	<b>5</b>	<b>4</b>	<b>1</b>

\* With reference to Letter No. NDP/LCCM/3 dated July 18, 2008



## Compliance of Standards of Performance

Annexure S-3-b

Name of Discom TPDDL  
 Period of Report Mar 2014  
 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
Badii	3	20	19	0	0	0
Bawana	11	29	29	0	0	0
Civil lines	1	13	9	0	0	0
Lawrance road	0	7	5	0	0	0
Mangol puri	3	25	26	0	0	0
Model town	1	7	4	0	0	0
Moti nagar	3	21	21	0	0	0
Narela	3	22	20	0	0	0
Pitiam pura	1	13	11	0	0	0
Rohini	0	15	13	0	0	0
Shakti nagar	1	12	11	0	0	0
Shalimar bagh	1	35	26	0	0	0
<b>Total</b>	<b>28</b>	<b>219</b>	<b>194</b>	<b>0</b>	<b>0</b>	<b>0</b>

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



**Compliance of Standards of Performance**

Annexure S-4

Name of Discom **TPDDL**  
 Period of Report **Mar 2014**  
**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		Requests not attended within specified	
				within specified limit	above specified limit	Attributable to TPDDL	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	1,005	258	355	8	7	1
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 or grid station needs to be established)	Three Hundred and Sixty Five days	0	0	0	0	0	0
<b>Total</b>		<b>1,005</b>	<b>258</b>	<b>355</b>	<b>8</b>	<b>7</b>	<b>1</b>

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

*Chandra*

## Compliance of Standards of Performance

Annexure S-5

Name of Discom TPDDL  
 Period of Report March 2014  
 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
Badli	35	155	185	0	0	0
Bawana	27	93	101	0	0	0
Civil lines	19	75	87	0	0	0
Lawrance road	12	82	90	0	0	0
Mangol puri	50	258	288	0	0	0
Model town	17	91	90	0	0	0
Moti nagar	37	147	167	0	0	0
Narela	40	159	183	0	0	0
Pitam pura	31	120	131	0	0	0
Rohini	44	271	305	0	0	0
Shakti nagar	11	69	74	0	0	0
Shalimar bagh	59	239	275	0	0	0
<b>Total</b>	<b>382</b>	<b>1,759</b>	<b>1,976</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

## Compliance of Standards of Performance

Annexure S-6

Name of Discom  
Period of ReportTPDDL  
March

2014

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
Baill	0	44	43	0	0	0
Bawana	1	100	99	0	0	0
Civil lines	1	28	29	0	0	0
Lawrance road	1	34	35	0	0	0
Mangol puri	0	99	99	0	0	0
Model town	2	19	21	0	0	0
Moti nagar	6	25	31	0	0	0
Narela	0	68	67	0	0	0
Pitam pura	1	27	27	0	0	0
Rohini	0	63	62	0	0	0
Shakti nagar	1	35	36	0	0	0
Shalimar bagh	1	49	50	0	0	0
<b>Total</b>	<b>14</b>	<b>591</b>	<b>599</b>	<b>0</b>	<b>0</b>	<b>0</b>

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





**Compliance of Standards of Performance**

S-7

Name of Discom **TPDDL**  
 Period of Report **March 2014**  
**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
Badi	3	16	18	0
Bawana	0	19	18	0
Civil lines	1	13	14	0
Lawrance road	4	19	22	0
Mangol puri	2	31	31	0
Model town	0	6	6	0
Moti nagar	1	22	23	0
Narela	1	13	14	0
Pitamn pura	3	4	7	0
Rohini	5	18	21	0
Shakti nagar	6	20	24	0
Shallimar bagh	7	15	21	0
<b>Total</b>	<b>33</b>	<b>196</b>	<b>219</b>	<b>0</b>

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

*Agarwal*

Compliance of Standards of Performance

Annexure S-8

Name of Discom  
Period of Report

TPDDL  
Mar

2014

**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	
<b>Complaints about consumer's bills</b>								
Complaints on billing	Licensee shall intimate the result to the consumer within fifteen days of receipt of the complaint.	16	49	60	0	0	0	0
<b>Issues relating to disconnection/ reconnection of supply</b>								
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.	27	2,164	2,166	1	0	1	1
Consumer waiting 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	139	1,610	1,601	14	14	0	0
<b>Overall Result</b>		<b>182</b>	<b>3,823</b>	<b>3,827</b>	<b>15</b>	<b>14</b>	<b>1</b>	<b>1</b>

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

