

Format I

Fatal and non-fatal accident report

Name of Company TATA Power-DDL
Period of Report August
Year 2018

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
1	0	1	0	1	1	1	5	0	4

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 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	Pocket B-6/148 & 149, Sector 3, Rohini Victim: Sh. Sachin Kumar S/O Sh.Jagdish Singh	20.8.2018	Fatal	MMG team was deputed for execution of 4 nos. of single phase new connections. The team completed the offline work such as fixing of the meters, cable & terminations through newly installed 3 phase bus bar at the consumer premises. Afterwards the lineman climbed on the ladder for connecting the service cable with the LT network during which MMG team observed that the lineman got motionless. He was brought down by the team and immediately taken to the nearby hospital where he was declared brought dead.	Not shared	Not applicable	Not applicable	1. Teams are sensitized for adopting proper safety measures while working on congested networks. 2.All prospective hazards must be identified and communicated to all the working team members with applicable precautionary measures. 3. Checklist based Job Safety Analysis must be ensured at site before start of work.	Not applicable
2	Shop No.1 KH No.28/3, Ground Floor Village Mubarakpur, BLK-B Agar Nagar Prem Nagar-3 , Delhi Victim: Lalit S/O Nanak	28.8.2018	Fatal	On dated 28.08.2018 at around 2030 Hrs., a telephonic call was received from Security Control Room of TPDDL that one boy died after getting electric shock in H.No. B-3/346 Agar Nagar Prem Nagar-3. ZSO on duty Mr. Sanjay Kumar reached at site immediately and enquired about the incident from local residents and he got to know that a 16-17 years old person Name Sh. Lalit S/o Sh. Nanak R/O of B-3/346, Agar Nagar Prem Nagar-3 was working as an helper in Khushboo Tent House on Main Mubarakpur Road and he was doing his job of removing some tents from the shop of Krishna Sweet house on Main Mubarakpur Road, near Prem Nagar-3 and at the same time he got electrocuted through the 11KV line passing over the illegally extended Chajja of this premises near pole No.HT513-39/58/1/3/1 on 11KV Agar Nagar Feeder. Notice for unauthorized construction due to illegally extended balcony of this premises had already been served to the consumer.	Not shared	Not applicable	Not applicable	Public awareness to be increased through Nukkad Natak etc.	Not applicable
3	C-40, Gupta Colony near Shahbad dairy, Delhi. Between Pole No HT 516-21/11 and HT 516-21/12. Victim: Ms Mamta	30.8.2018	Non Fatal	At around 22:50 hours on 30.08.2018 complaint was received vide Notification No 2018511841 and 2018511879 regarding electricity leakage. ZSO and Lineman immediately rushed to the site. When they enquired from local people & investigated further, it was revealed that a lady named Ms. Mamta came in the arcing zone of live 11KV bare conductor of TPDDL network while she was spreading/ drying cloths on the roof of the 2 story building (GF + FF) . She was taken to nearby hospital by family members and local people and later she was discharged from hospital after 3-4 hours. The said TPDDL 11 KV line is running along the road. Roof of this house (C-40 Gupta Colony) is in horizontal alignment with the Bare conductor. There has been extension of the building and Chajja by the consumer, violating the safe electrical clearance from TPDDL 11 KV Line. A notice for the same has been served to the consumer.	Not shared	Not applicable	Not applicable	Public awareness to be increased through Nukkad Natak etc.	Not applicable

Restoration of Power Supply

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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 month			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	33140	33140	33058	82	33140	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	18687	18687	18365	322	18687	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	153	153	153	0	153	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	10806	10806	10768	38	10806	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	1139	1139	1120	19	1139	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	1200	1200	1198	2	1200	0

Quality of Power 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
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	559	1442	2001	1366	0	1366	635
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	0	5	5	3	0	3	2
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	156	737	893	595	0	595	298
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	78	982	1060	859	46	905	155
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.	20	32	52	28	4	32	20

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.	184	141	325	135	41	176	149
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.	118	50	168	43	6	49	119
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	203	31	234	16	3	19	215
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	121	43	164	5	0	5	159
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	41	5	46	1	0	1	45

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	1829	419	2248	372	0	372	1876
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

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	744	2322	3066	2493	4	2497	569
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	58	2090	2148	2046	22	2068	80
Change of category	Change of category within 7 days of acceptance of application	113	354	467	274	67	341	126
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.	94	878	972	891	0	891	81
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	77	1884	1961	1857	0	1857	104
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.	312	1035	1347	1045	35	1080	267

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)%
29932	47	29979	39	0.13

Failure of Power Transformer

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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)%
201	-2	199	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 (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	33140	33058	82	99.75
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		18687	18365	322	98.28
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		153	153	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10806	10768	38	99.65
(v)	Continuous scheduled power outages		1139	1120	19	98.33
(vi)	Replacement of burnt meter or stolen meter		1200	1198	2	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	490	490	0	100
	Restoration of supply by 6:00 PM		490	486	4	99.18
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	15827	15819	8	99.95
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.189			
	SAIDI		0.188			
	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%	878	800	0	0.05

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 (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

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 (Rs.)	Amount of compensation paid in (Rs.)
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	Total		0	0	0	0	0

Format XV**Unauthorised Use of Electricity**

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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
17	17	0	0	0

Theft of Electricity

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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
224	82	63	61	2