

Fatal and non-fatal accident report

Name of TATA Power-DDL
 Period of Report August
 FY 2024-25

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	6	0	0	1	0	10	0	3

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

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Action taken report for safety measures complied for the accidents occurred

S.No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CE/EE/AEI	Remedies suggested by CE/EE/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Plot No. 56, Kharsa No. 247/66 Fatta Road Block A, Ambey Garden, Libaspur, Delhi-110042, (As per TPDDL Record CA No. 60011255043)	01.08.2024	Fatal	On 2nd August 2024 at approx. 19:20 Hrs ZSO received information over phone from IO Shri Narender (Delhi Police) that a person got electric shocked at Plot No. 56, Kharsa No. 247/66 Fatta Road block A, Ambey Garden, Libaspur, Delhi - 110042. (As per TPDDL Record CA No. 60011255043). As per information shared by IO incident occurred on 01-08-2024 at around 14:00 Hrs. ZSO along with Zonal Manager visited the site in presence of IO Sh. Narender. As per information gathered from site, it was informed that victim was lifting a long iron Rod from balcony and received electric shock as he breached the 11 KV arching zone. He was immediately taken to hospital by factory owner/ worker where victim was declared brought dead. On Verifying the tripping Record of dated 01.08.2024. It was found that a tripping was recorded in our system dated 01-08-2024 at approx. 1400 Hrs S/S Ambey Garden & same was restored by ZSO after no visible fault was found at time of patrolling. The premises where the accident took place, has illegally extended balcony (Chhaja) near to 11kV lines. In view of this, an unauthorized construction Notice vide No. 627554 was also served to the consumer on dated 21st December 2022.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
2	GTK road nala	16.08.2024	Fatal	ZSO on duty received a call from the security control room that a public fatal accident took place near GTK road nala. He personally reached the site and could not find any injured person at site but after inquiring from the public they located the site of accident. The team checked the site and there was no TPDDL network at site but there were O/G network of 2 consumers and details of these consumers are mentioned below. #A: 600083869 Consumer name - DCP-OUTER NORTH DISTRICT PS SWAROOP NAGAR / 6 Police CCTV camera #B/G cable network of Mr. RAMAN SINGH CA no 60002754640. There was a joint in the CCTV police network near the incident location whose insulation was damaged and this private wire was laid on the iron concernina wire of a plot and the outgoing network of other meter was also not in good condition, so on safety grounds we disconnected both meters.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
3	H.no: 44, Village Shahpur Garhi	22.08.2024	Fatal	One PCR call received in Morning hours around 09:35AM for H.no: 44, village Shahpur Garhi that someone got electrocuted inside the Premises. On duty ZSO reached at site and found one-person Babloo S/O Sanjay, Age 28 years found dead on 5th Floor of under construction building. No temporary meter found at site for this under construction building. Further, on investigation, we found that illegal extension of supply being done from adjacent premises from outgoing of Meter vide No: 61223551. CA no: 60011411895. Two single core wires were extended from outgoing of this meter to construction premises. Immediately, an unsafe wiring notice vide no: 726551 was served at site and supply disconnected from pole on safety grounds. SDO was generated. Further, all matter was updated to PCR and I/O Mr. Deepak Lalwani FC NA that matter pertains to outgoing of meter and not comes under jurisdiction of TPDDL. All evidences along with Photos and Video being done with Date and time stamp.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
4	CA block Jhuggi - Shalmar Bagh	21.08.2024	Fatal	A call was received from Delhi police I O Mr. Saurabh Kumar on 21.08.2024 that a child got electrocuted in CA block Jhuggi. Our zonal team has visited the site with Delhi Police and found our network was safe and clear. A meter no. 20030347 is installed at site for E rickshaw charging. Meter outgoing wire is going to a switch board from where e-rickshaw were charged. O/G wire from that switch board is open at multiple points. Zone has served LC notice to consumer.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
5	B-208, Agar Nagar, Prem Nagar	22.08.2024	Fatal	On dated 22.08.2024 at around 07:50PM a call was received from Security control room that someone electrocuted in Agar Nagar. On duty ZSO Mr. Pradeep reached at site and found Delhi Police was already present at site. On investigation he got to know that around 05:30PM a person available at the address B-208, Agar Nagar, Prem Nagar got electrocuted through his internal wiring inside his house. On getting further information public told that the person electrocuted was trying to pull out the water which was logged inside the house and doing some connections with the help of extension board, during this extension, board fallen in the waterlogging area in his premises and when he tried to pick that board he got electrocuted.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
6	House No 3084/3 GALI NO-10 RANJIT NAGAR DELHI 110008 LANDMARK NEAR HANUUMAN CHOWK (as per TPDDL record CA no- 60008427654)	23.08.2024	Fatal	On dated 23rd Aug 2024 at approx. 11:00hrs, Zonal manager received information over phone from TPDDL Security Control Room, that a lady aged around 40 years got electric shock at water logged lane nearby House No 3084/3 GALI NO-10 RANJIT NAGAR. Immediately after receiving this information our team immediately made the supply off from Pandav Nagar grid remotely which was feeding that area as a precautionary measure. Thereafter TPDDL Zonal team reached the alleged place of accident at around 11:30 hrs, where IO from PS Ranjit Nagar was already available at site. Local people available at site informed the team that one lady was crossing a water-logged street nearby House No 3084/3 GALI NO-10 RANJIT NAGAR and got electric shock. We were further informed that said lady was taken to hospital by PCR. Thereafter Crime branch team from Delhi police also reached at site and further a joint site inspection was carried in their presence to check the source of current leakage if any. In order to carry out the inspection the supply of the area was restored. Thereafter necessary testing and checking were done on the poles around the alleged place of accident however no current leakage was observed. Further we also conducted testing of the LT pole with line tester and bare hands and even bottom of pole was also checked but no current leakage was observed. Thus, there was no current leakage from our network was observed and our network was found safe in all respect. During the course of investigation, we were informed by the family member of the deceased lady that there is a burning smell coming out from their locked water motor fencing. Thus, on checking same further it was observed that the possible cause of current leakage could be the cracked/damaged wire of the water motor found installed for the premises of 3084/3, Gali No-10, Ranjeet Nagar. However, since No Current Leakage was found on checking by zonal staff, actual cause of the death cannot be established. The same can only	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
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TATA Power-DDL
August
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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	25598	25598	25591	7	25598	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	6966	6966	6951	15	6966	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	121	121	120	1	121	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	11753	11753	11750	3	11753	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	344	344	344	0	344	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	351	351	351	0	351	0

Quality of Power Supply

Name of Company
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TATA Power-DDL
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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	2294	2784	5078	3677	202	3879	1199
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	93	124	217	143	2	145	72
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	207	810	1017	795	11	806	211
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	541	578	537	8	545	33
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	37	57	33	3	36	21

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	7767	18944	26711	18190	1258	19448	7263
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.	210	180	390	135	17	152	238
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	75	249	83	2	85	164
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	168	83	251	64	0	64	187
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	11	0	11	1	0	1	10
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	0	0	0	0	0	0	0

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	443	694	1137	718	4	722	415
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.	273	200	473	198	0	198	275

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	3544	5137	8681	4319	0	4319	4362
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	141	735	876	730	14	744	132
Change of category	Change of category within 7 days of acceptance of application	270	495	765	500	49	549	216
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.	64	732	796	729	2	731	65
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	316	11019	11335	11015	92	11107	228
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.	434	2250	2684	2218	7	2225	459

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)%
30296	24	30320	37	0.12

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)%
219	0	219	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	25598	25591	7	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		6966	6951	15	99.78
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		121	120	1	99.17
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		11753	11750	3	99.97
(v)	Continuous scheduled power outages		344	344	0	100.00
(vi)	Replacement of burnt meter or stolen meter		351	351	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	440	440	0	100.00
	Restoration of supply by 6:00 PM		440	433	7	98.41
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	20373	20354	19	99.91
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.123			
	SAIDI		0.083			
	CAIDI		0.675			
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%	732	674	0	0.03

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 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 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	Total		0	0	0	0	0

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
231	185	1	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
251	85	47	42	5