Format I

Fatal and non-fatal accident report

Name of Company TATA Power-DDL

Period of Report February Year 2020

Number	of Accide	ents durin	g the mo	onth		since starting /ear	Cumulative since starting of year		
					-		Oi year		
Departme	ental		Outside		Departmental		Outside		
FH	NFH	FH	FA	NFH	FH NFH		FH	FA	NFH
0	0	0	0	1	0	0	2	0	6

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

Action taken report for safety measures complied for the accidents occurred

Name of Company Period of Report Year

SI.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	Near P.G. Women Hostel, BBM Road, Delhi9 Person: Rajender	19.02.2020	Non Fatal	On date 19.02.2003, Time: 14:37 hrs. Duty 250 received a call from PSC desk about tripping of 11 kV Feeder Indira Vihar grid to HPT Radio Substation. He reached the HPT substation and back fed the area. Then he started patrolling the feeder for fault finding. When 250 reached near PG Women Hostel, 88M Road he found that some pits were dug. He reached the pit and found that one hammer and a chisel was kept near the pit. 11 kV Cable was found exposed in that pit. Upon asking people nearby the Z50 was informed about a loud sound in that pit. 250 pin pointed the cable fault in that pit. 250 then moved to Indira Vihar Grid for racking out the feeder and simultaneously also informed the TPDDI's security team. After taking the FTW he returned back to the incident site. PWD officials and recovery van were already there and they were confiscating advertisement poles that were kept on the PWD footpath. PWD officials informed Z50 that unauthorized digging was being made by some unknown agency. PCR van and ASI sh. Narender then arrived at site. 250 brieffed the ASI about 11kV Cable Fault. Police informed that one person has got injured due to the flash occurred while accidental puncturing of that I1 kV Cable. Police also informed that the person was admitted to Babu Jag Jeevan Ram Memorial Hospital, Jehangir Puri and heaven. And Asianses.		Not applicable	''	Public awareness increased through various means for various hazards from underground network	

Restoration of Power Supply

Name of Company Period of Report

	Standa	ırd w.r.t Al	T&C losses	Pending			Complain	ts attended of month	luring the	Balanca
Service Area	Upto 10%	More than 10% and upto 20%	More than 20%	complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	Balance complaint to be attended
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.	3hrs	Within 4hrs	Within 6hr	0	18133	18133	18121	12	18133	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	4504	4504	4484	20	4504	0
Continuous power supply failure requiring replacement of distribution transformer.		Within 6l	nrs	0	32	32	31	1	32	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		Within 3	nrs	0	4451	4451	4446	5	4451	0
Continuous scheduled power outages	l	2hrs or r pply by 6PN	restoration of M	0	1236	1236	1209	27	1236	0
Replacement of burnt meter or stolen meter	hours ei burnt m temporar	ther by beter or y meter. by be reposed to be reposed to be the contract of t	y within three ypassing the by installing placed within	0	438	438	438	0	438	0

Quality of Power Supply

Name of Company Period of Report Year

					I -	Complaints attended during the month		
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	Balance complaint to be attended
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	within 90 days	0	0	0	0	0	0	0

Complaint about meters

Name of Company Period of Report Year

					Complaints a	ittended during	the month	
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	-		Balance complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
	Within fifteen days of receipt of complaint	509	1408	1917	1329	4	1333	584
	Within fifteen days of receipt of complaint	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	71	250	321	256	0	256	65
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	10	105	115	88	3	91	24
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.	21	19	40	17	0	17	23

Format VI

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

Name of Company TATA Power-DDL

		Pending complaint of		Total	Complaints	attended d month	luring the	Balance
Description	Standard	the previous month		Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Where no RoW or road cutting permission is required	,	1260	4396	5656	4531	17	4548	1108
road cutting	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

Name of Company TATA Power-DDL
Period of Report February
Year 2020

		Pending	Complaint received	Total	Complaints	attended dur month	ing the	Balance
Description	Standard	complaint of the previous month	during the month	Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
extension of line upto five	Within 15 days from the date of receipt of full payment against demand note.		70	131	77	4	81	50
extension of lines or	Within 2 months from the date of receipt of full payment against demand note.		49	127	50	12	62	65
new Distribution	Within 4 months from the date of receipt of payment against demand note		14	255	103	0	103	152
existing 11 KV network	Within 6 months from the date of receipt of payment against demand note		37	128	28	0	28	100
existing 66/33 kV grid sub-	Within 8 months from the date of receipt of payment against demand note		63	238	83	0	83	155

Transfer of Consumer's connection and conversion of services

Name of Company Period of Report Year

		Pending complaint	Complaint		Complaints	attended di month	uring the	Balance
Service Area	Standard	of the previous month	received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
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	398	2630	3028	2681	1	2682	346
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle		921	989	931	0	931	58
Change of category	Change of category within 7 days of acceptance of application	127	266	393	264	4	268	125
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

TATA Power-DDL

Name of Company Period of Report Year February 2020

		Pending complaint	Complaint		•	ts attended he month	during	Balance
Service Area	Standard	of the previous month	received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
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.	31	395	426	400	1	401	25
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	102	1935	2037	1999	0	1999	38
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.	509	1715	2224	1590	48	1638	586

Failure of Distribution Transformer

Name of Company TATA Power-DDL

Distribution transformers at the beginning		Total number of	distribution	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
30921	20	30941	15	0.05

Failure of Power Transformer

Name of Company TATA Power-DDL

the beginning		Power transformers	Power	% Failure rate of Power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
205	0	205	0	0

Summary of Overall Standards of Performance

Name of Company Period of Report Year

SI.No.	Service Area	Overall Standards	Total Cases Received/	Complaints (E		Standard of Performance achieved (%)
31.140.	Service Area	of Performance	Reported (A)	Within Specified Time	Beyond specified time	(C)
1		Power Supp	oly 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.		18133	18121	12	99.93
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	At least 95% calls received should be	4504	4484	20	99.56
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		32	31	1	96.88
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		4451	4446	5	99.89
(v)	Continuous scheduled power outages		1236	1209	27	97.82
(vi)	Replacement of burnt meter or stolen meter		438	438	0	100.00

SI.No.	Service Area	Overall Standards	Total Cases Received/	Complaints Attended (B)		Standard of Performance achieved (%)	
	Service Area	of Performance	Reported (A)	Within Specified Time	Beyond specified time	(C)	
		Period of scheduled	d outage				
2	Maximum duration in a single stretch	At least 95% of cases resolved	1133	1133	0	100.00	
	Restoration of supply by 6:00 PM	within time limit	1133	1119	14	98.76	
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	11593	11588	5	99.96	
	Reliability Indices						
	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees					
4	SAIDI		0.064				
	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%	395	375	0	0.02	

Compensation Details

Name of Company Period of Report Year

			Claimed		Payable/Paid		
SI.No.		Compensation specified for violation of standard	No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of compensation payable 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
(ii)	Augmentation Required	1.5% of the demand charges deposited by consumer for each day of default		0	0	0	0
(iii)	Un-electrified Areas	1% of the amount deposited by developer/ applicants per day of default.		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
(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

			Claimed		Payable/Paid			
SI.No.	Event	Compensation specified for violation of standard	No. of cases	Amount claimed	No. of cases in which compensation is payable	Amount of	Amount of compensation paid in (Rs.)	
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		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

Name of Company TATA Power-DDL

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
28	28	0	0	0

Format XVI

Theft of Electricity

Name of Company Period of Report TATA Power-DDL

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
229	48	32	30	2