

Fatal and non-fatal accident report

Name of TATA Power-DDL
 Period of Report November
 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	2	0	0	1	0	16	0	3

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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S.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	H. No-25, Village Jhangola	06.11.2024	Fatal	<p>In the evening hours of 06.11.2024, a call was received from local public about electric shock to a child at H. No-25, Village Jhangola. On duty ZSO of Zone-Bhaktawarpur immediately rushed to site and local public informed him that a child got the electric shock while coming in the arcing zone of 11KV bare conductor network around 13:00 Hrs. in above said premises, while playing on the rooftop.</p> <p>The child was taken to Safdarjung Hospital by his family members. In the morning hours of 07.11.2024, it was informed that the child was declared dead by the doctors in the hospital.</p> <p>On further investigation, it was found that the subject premises was built illegally below our 11 kV bare network line.</p> <p>An unauthorized construction notice vide no.- 4067 was already served at site on 18.05.2016 and a case, in this respect, in SDM court is already in process.</p>	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
2	Plot No. E9/46, 1st floor shabad dairy Delhi (As per TPDDL Record CA No. 60019999105)	06.11.2024	Fatal	<p>On date 08-11-2024, we came to know about the incident of public electrocution in Shabad Dairy through newspaper. After this Zonal manager along with team visited the site to gather more information about this incident. As per information gathered from site the accident took place on dated 06-11-2024 at about 17.50 hrs. where in a person was lifting a 20 feet long iron rod from the first floor of an under construction building but could not maintain his balance and somehow came in arcing zone of nearby 11KV network near pole No. 516-30/18/19 and got electric shocked . He was immediately taken to hospital by labors/workers at site where the victim was declared brought dead.</p> <p>On verifying the record, it was found that on dated 06-11-2024 zonal shift officer received a no power supply complaint through telephone operator at 17.32hrs. On duty zonal shift officer visited the site and found main line fuse blown off at HT -516-30/18/28 and supply restored by zonal breakdown team and no visible fault found during the patrolling.</p> <p>The premises where this accident took place, has illegally extended the balcony(Chajja) near to 11KV line of TPDDL. An unauthorized construction noticed vide No. 145456 was also found served to the consumer on 20-09-2024.</p>				Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA

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			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	11953	11953	11950	3	11953	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	2206	2206	2200	6	2206	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	2	2	2	0	2	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	4937	4937	4935	2	4937	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	262	262	262	0	262	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	221	221	221	0	221	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/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	505	854	1359	1056	0	1056	303
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	34	42	76	55	0	55	21
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	92	529	621	439	14	453	168
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	33	271	304	278	9	287	17
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.	18	37	55	36	4	40	15

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	8196	16110	24306	18724	836	19560	4746
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.	199	138	337	154	20	174	163
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.	156	52	208	69	0	69	139
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	181	59	240	68	0	68	172
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	18	13	31	5	0	5	26
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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					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	743	689	1432	996	1	997	435
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.	322	227	549	207	0	207	342

Transfer of Consumer's connection and conversion of services

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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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	1302	4845	6147	5017	4	5021	1126
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	74	612	686	626	3	629	57
Change of category	Change of category within 7 days of acceptance of application	187	436	623	452	9	461	162
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

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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.	33	305	338	316	1	317	21
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	52	9252	9304	8832	83	8915	389
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.	289	2135	2424	2091	6	2097	327

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	11953	11950	3	99.97
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		2206	2200	6	99.73
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		2	2	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		4937	4935	2	99.96
(v)	Continuous scheduled power outages		262	262	0	100.00
(vi)	Replacement of burnt meter or stolen meter		221	221	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	437	3	99.32
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	9934	9930	4	99.96
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.047			
	SAIDI		0.028			
	CAIDI		0.596			
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%	305	284	1	0.01

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
153	165	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
222	53	20	18	2