

Fatal and non-fatal accident report

Name of TATA Power-DDL
 Period of Report September
 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	3	0	0	1	0	13	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. 10231 Ground Floor, Gali Gyarsi Wali, Bhagat Singh Nagar, Manakpura, Delhi 110005 CA No.- 60000288435 Mrs. Pinki	12.09.2024	Fatal	At about 08:00 Hrs., a lady got electric shock while replacing an electric bulb, from the shutter of the shop after the wire feeding to the bulb got damaged leading to leakage of current in the shutter. When zonal breakdown team reached at site, Delhi Police staff was already present, who took the lady to RML Hospital where she was declared brought dead by the doctors. Electric supply of the premises was disconnected by zonal team. Name of the deceased – Mrs. Pinki w/o Mr. Jai Prakash Age – 40 years	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
2	E - 37, Rajeev Nagar, Near Pal Hospital Road, Begumpur, Rohini, Delhi 110085 CA No. 60011699521 (As per TPDDL records)	13.09.2024	Fatal	At about 13:40 Hrs., Zonal team got the information from Security Control Room regarding electric shock to a person in Rajeev Nagar area. Zonal NCC team reached at site at about 13:50 Hrs. and found that Delhi Police staff was already present there. It was found that there was waterlogging inside a house and the deceased person was trying to remove the water with the help of a temporary submersible pump, the supply wires of which were in damaged condition which led to current leakage. He was taken to nearby hospital by Delhi Police staff where the victim was declared brought dead. Electric supply of the said premises was disconnected by the zonal team. Name of the deceased – Mr. Ramesh Kumar Age – Approx. 55 years.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
3	Near Factory No-01, Phase- 02, Badli Industrial Area, Delhi-110042	17.09.2024	Fatal	At about 10:07 Hrs., a No Current Complaint was received informing about a person receiving electric shock. On duty ZSO immediately got the supply of the relevant HT feeder switched OFF from PSC and reached at site at 10:11 Hrs. and found that a person was lying on ground in unconscious condition. An HT conductor was also found broken at site. After 2-3 minutes only, Delhi Police staff reached at site who took the person to nearby hospital where he was declared brought dead by the doctors. On further investigation with Delhi Police staff at site, it was found that an unknown truck pulled the internet and cable TV wire mesh which got stuck on top part of truck, resulting in breakage of those cables as well as an HT conductor along with guard wires installed below the HT conductors. The deceased person got in arcing zone of HT conductor due to breakage of guard wires also. Name of the deceased – Mr. Om Prakash s/o Mr. Sabhajeet Yadav Age – Approx. 50 years Address – A-35/2, Gali No.-5, Suraj Park, Badli, Delhi	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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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	20379	20379	20368	11	20379	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	4274	4274	4259	15	4274	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	48	48	47	1	48	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	9087	9087	9085	2	9087	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	322	322	322	0	322	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	303	303	303	0	303	0

Quality of Power Supply

Name of Company
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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	1199	2406	3605	2732	1	2733	872
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	72	126	198	143	0	143	55
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	211	802	1013	721	20	741	272
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	448	481	446	10	456	25
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	45	66	43	9	52	14

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	7208	18562	25770	18423	1076	19499	6271
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.	268	183	451	198	17	215	236
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.	159	88	247	70	4	74	173
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	190	64	254	86	0	86	168
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	1	12	0	0	0	12
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	420	671	1091	754	0	754	337
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.	296	150	446	180	0	180	266

Format IX

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	4362	5032	9394	5716	0	5716	3678
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	132	733	865	769	10	779	86
Change of category	Change of category within 7 days of acceptance of application	216	467	683	483	8	491	192
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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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
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	65	557	622	590	0	590	32
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	228	12444	12672	12246	84	12330	342
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.	459	2408	2867	2435	11	2446	421

Format XI

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)%
30320	15	30335	22	0.07

Format XII

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	20379	20368	11	99.95
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		4274	4259	15	99.65
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		48	47	1	97.92
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9087	9085	2	99.98
(v)	Continuous scheduled power outages		322	322	0	100.00
(vi)	Replacement of burnt meter or stolen meter		303	303	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	445	445	0	100.00
	Restoration of supply by 6:00 PM		445	434	11	97.53
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	20558	20544	14	99.93
Reliability			Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.097			
	SAIDI		0.064			
	CAIDI		0.660			
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%	557	525	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
174	214	2	3	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
246	74	57	57	0