

Format I

**Fatal and non-fatal accident report**

Name of Company      TATA Power-DDL  
Period of Report      September  
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
0	0	0	0	0	1	1	5	0	4

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



## Restoration of Power Supply

Name of Company  
Period of Report  
Year

TATA Power-DDL  
September  
2018

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	28862	28862	28779	83	28862	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	11534	11534	11439	95	11534	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	127	127	127	0	127	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	9559	9559	9527	32	9559	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	763	763	763	0	763	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	704	704	703	1	704	0

## Quality of Power Supply

Name of Company  
Period of Report  
Year

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September  
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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

Name of Company  
Period of Report  
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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	635	1342	1977	1318	0	1318	659
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	2	5	7	5	0	5	2
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	298	730	1028	751	1	752	276
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	155	781	936	770	48	818	118
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	33	53	34	8	42	11



## 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.	262	121	383	128	41	169	214
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.	151	49	200	66	10	76	124
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	224	27	251	34	4	38	213
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	164	16	180	11	5	16	164
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	44	19	63	10	0	10	53

## Connection in un-electrified areas

Name of Company  
 Period of Report  
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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	1876	234	2110	528	0	528	1582
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

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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	569	2373	2942	2307	0	2307	635
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	80	1176	1256	1118	33	1151	105
Change of category	Change of category within 7 days of acceptance of application	126	260	386	170	103	273	113
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

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
Complaints on billing	Licensee shall intimate the result to the consumer within 7 days of receipt of the complaint.	81	1000	1081	926	0	926	155
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	104	2600	2704	2653	0	2653	51
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.	274	1219	1493	874	50	924	569

## Failure of Distribution Transformer

Name of Company TATA Power-DDL  
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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)%
29979	113	30092	40	0.13

## Failure of Power Transformer

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

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)%
199	1	200	0	0

## Summary of Overall Standards of Performance

Name of Company  
Period of Report  
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2018

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	28862	28779	83	99.71
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		11534	11439	95	99.18
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		127	127	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9559	9527	32	99.67
(v)	Continuous scheduled power outages		763	763	0	100.00
(vi)	Replacement of burnt meter or stolen meter		704	703	1	99.86

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	
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	441	441	0	100
	Restoration of supply by 6:00 PM		441	441	0	100.00
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	17753	17751	2	99.99
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.168			
	SAIDI		0.175			
	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%	1000	856	0	0.06

## Compensation Details

Name of Company TATA Power-DDL  
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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	<b>Total</b>		0	0	0	0	0

**Format XV****Unauthorised Use of Electricity**

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

<b>No. of cases booked</b>	<b>No. of cases where UUE is established by the Licensee</b>	<b>No. of cases where appeal filed by the consumer before the Appellate Authority</b>	<b>No. of cases decided by the Appellate Authority in favour of the Licensee</b>	<b>No. of cases decided by the Appellate Authority in favour of the consumer</b>
14	23	0	0	0

**Theft of Electricity**

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

<b>No. of cases booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgement delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favour of Licensee</b>	<b>No. of cases decided by the Special Court in favour of consumer</b>
237	84	67	65	2