

Fatal and non-fatal accident report

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

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

Name of Company TATA Power-DDL  
 Period of Report June  
 FY 2024-25

## 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/EI/AEI	Remedies suggested by CE/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	Jhuggi No. E-157 Shaheed Sukhdev Nagar Jhuggi Wazirpur Industrial Area, New Delhi 110052	28-06-2024	Fatal	A complaint of current leakage (it was raining heavily at the time of receiving the complaint) vide complaint number 2037976165 (Date 28.06.2024, 06:27hrs) was received. Immediately on receipt of the information Zonal Shift Officer (ZSO) rushed to the site and reached at 11KV Substation catering supply to the subject area and instantly made the Panel no-4 OFF at Group -2 Substation in Wazirpur Industrial Area. Thereafter, ZSO informed to the complainant on phone, that the supply has been made OFF and during the course of communication, complainant informed that the boy has expired. Zonal Team reached at site and the 11KV supply was made ON and the LT switch of DT catering to the subject area was kept OFF. The whole area was barricaded, the LT supply was made ON to check the leakage if any. After testing we observed that there was current leakage in the shutter of adjoining barber Shop from where it was found flowing in the iron staircase i.e. place of accident stated to have taken by the local/Neighbors/By standers. Thereafter, supply of the barber shop was disconnected. As the meter was inside the closed shutter, owner/occupier of the shop was called with the help of local residents. Owner/occupier thereafter opened the shutter and gave us inside access to check further. On careful examination of the premises (Jhuggi no E-159-Barber Shop) it was found that a black colour two core outgoing cable (internal wiring of the consumer) of the meter which was going to first floor found jointed and one core (phase wire) found detached from the said joint and came in direct contact with the channel of the shutter eventually leading current leakage in shutter. Furthermore, the Iron Stair cases of the alleged place of accident was found physically connected with the shutter Channel of barber shop which eventually led to the Fatal accident.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
2	Zone - 523	28-06-2024	Fatal	Incident occurred on 28th June 2024, resulting in the death of an unknown person due to current leakage from an encroached structure belonging to Jai Maa Kalka Collection shop. The power was disconnected from the pole immediately and unsafe wire notice were also served to customer. An EI visit was conducted on 4th July 2024	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA
3	TPDDL Electrical Substation 7/8 opposite B4	21-06-2024	Fatal	On 19th June 2024, a fire occurred just outside Substation No.- 7/8 in Sector-8 Rohini, due to some external factor. The fire eventually reached inside the substation leading to power supply failure of a large area in Sector 8 Rohini. Zonal team started supply restoration work after duly obtaining permit from PSC vide PTW No.- 11102-O. In early morning hours of 21st June 2024, tripping was observed on LT ACB No.-8 of DT-4. So, the working team decided to repair the ACB for restoration of supply. As soon as the team reached near the ACB, there was a sudden flash in ACB and Mr. Shiv Lal (BA Helper M/s Impelco) who was standing near to the ACB received burns on his body. He was immediately taken to Safdarjung Hospital by zonal staff where his treatment was going on. In the morning of 26 Jun 2024 at 8:45 am after a long treatment for more than 5 days, BA helper Mr Shiv Lal finally succumbed to burn injuries and could not survive.	Reported to EI			Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means	NA

## Format III

## Restoration of Power Supply

Name of Company  
Period of Report  
FY

TATA Power-DDL  
June  
2024-25

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	32436	32436	32420	16	32436	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	12591	12591	12505	86	12591	0
Continuous power supply failure requiring replacement of distribution transformer.	Within 6hrs			0	118	118	118	0	118	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	Within 3hrs			0	14176	14176	14136	40	14176	0
Continuous scheduled power outages	Within 12hrs or restoration of power supply by 6PM			0	389	389	389	0	389	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	429	429	429	0	429	0

**Quality of Power Supply**

Name of Company  
Period of Report  
FY

TATA Power-DDL  
June  
2024-25

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 Systems	Resolution within 90 days	0	0	0	0	0	0	0

## Complaint about meters

Name of Company TATA Power-DDL  
 Period of Report June  
 FY 2024-25

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	502	3883	4385	2128	0	2128	2257
Complaint lodged for accuracy test of meter- Slow	Within fifteen days of receipt of complaint	40	150	190	91	0	91	99
Complaint lodged for defective / stuck meter	Within fifteen days of declaring meter defective	99	605	704	596	0	596	108
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	47	704	751	663	10	673	78
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	14	50	64	43	3	46	18

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

Name of Company TATA Power-DDL

Period of Report June

FY 2024-25

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	5348	21669	27017	19586	201	19787	7230
Where RoW or road cutting permission is required	Within 15 days from the acceptance of application	0	0	0	0	0	0	0

Format VII

**Applications for New connections/Additional Load, where power supply requires extension of distribution system**

Name of Company TATA Power-DDL

Period of Report June

FY 2024-25

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.	145	124	269	127	12	139	130
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.	154	80	234	102	0	102	132
3. Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	111	57	168	56	0	56	112
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	17	1	18	8	0	8	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

Name of Company

TATA Power-DDL

Period of Report

June

FY

2024-25

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	286	595	881	560	0	560	321
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.	229	137	366	119	0	119	247



Transfer of Consumer's connection and conversion of services

Name of Company TATA Power-DDL  
 Period of Report June  
 FY 2024-25

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	1540	4695	6235	4130	0	4130	2105
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	102	637	739	655	6	661	78
Change of category	Change of category within 7 days of acceptance of application	175	458	633	396	5	401	232
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

Format X

**Complaints about consumer's bills, disconnection, reconnection of supply**

Name of Company TATA Power-DDL

Period of Report June

FY 2024-25

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	37	1420	1457	1327	1	1328	129
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	54	7117	7171	7065	39	7104	67
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.	393	2226	2619	2193	8	2201	418

Format XI

**Failure of Distribution Transformer**

Name of Company                      TATA Power-DDL  
Period of Report                      June  
FY    2024-25

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)%
30314	12	30326	48	0.16

Failure of Power Transformer

Name of Company  
Period of Report  
FY

TATA Power-DDL  
June  
2024-25

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

Name of Company  
Period of Report  
FY

TATA Power-DDL  
June  
2024-25

SI.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	32436	32420	16	99.95
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement		12591	12505	86	99.32
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		118	118	0	100.00
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		14176	14136	40	99.72
(v)	Continuous scheduled power outages		389	389	0	100.00
(vi)	Replacement of burnt meter or stolen meter		429	429	0	100.00
Period of scheduled outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	433	433	0	100.00
	Restoration of supply by 6:00 PM		433	433	0	100.00
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	11224	11208	16	99.86
		Reliability	Indices			
4	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees	0.140			
	SAIDI		0.095			
	CAIDI		0.679			
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%	1420	1291	1	0.06

## Compensation Details

Name of Company TATA Power-DDL  
 Period of Report June  
 FY 2024-25

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
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	Total		0	0	0	0	0

**Unauthorised Use of Electricity**

Name of Company                      TATA Power-DDL  
Period of Report                      June  
FY    2024-25

<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>
160	95	0	0	0

**Theft of Electricity**

Name of Company  
Period of Report  
FY

TATA Power-DDL  
June  
2024-25

<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>
263	50	31	31	0