

**Fatal and non-fatal accident report**

Name of TATA Power-DDL  
 Period of Report January  
 FY 2023-24

| 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   | 1       | 0  | 1   | 0                                 | 0   | 6                                 | 0  | 2   |

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     | 11 KV Old breakdown substation Zone - 509 Opposite A-31, Ashok Vihar Phase 2, Behind invitation Market, Ashok Vihar Phase - 2 New Delhi - 110052 | 1/7/2024           | Fatal            | <p>On 07-01-2024 around 13:45 Hrs. call from unknown number received on ZM's number that one unknown person is lying unconscious inside "Old breakdown substation building under the jurisdiction of Zone 509. The message was immediately passed to ZSO on duty, who immediately rush to the site, during his transition to the site he received a call from TPDDL Security control office also.</p> <p>Furthermore, Delhi police PCR Van was found waiting when the ZSO on duty, reached at site where one person was found dead who trespassed into the Substation. The transformer was well fenced with warning sign (Danger Board).</p> <p>The main door of the substation was found locked, which was opened in the presence of Delhi police officials.</p> <p>The body was taken to the nearby hospital by Delhi Police.</p>  | Reported to EI          |  |  | Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means |                             |
| 2     | DT-3, C-5- Desu Park, Zone 501Keshavpuram, New Delhi 110035  | 1/27/2024          | Non Fatal        | <p>On 27.01.2024 around 15:55 Hrs. on duty TPDDL ZSO (Zonal Shift Officer) received information regarding Load Disappear (LD) at DT-3, C-5 Desu Park from PSC (Power System Control).</p> <p>On reaching the site, local public informed that a boy (minor) had fallen inside the substation area and has burnt his face and limbs. Parallely, a call from TPDDL security control office was received at ZM contact number as well.</p> <p>Nobody was found inside the substation when TPDDL team reached at site. The main gates of substation were also found completely locked. PCR was already available at site.</p> <p>Prima facie, as per the information received from by-standers a child of around 7-8 years of age playing adjacent to the park near the substation climbed a tin shed that was adjoining to the substation area to get back his ball but toppled and fell inside the substation. He came in arcing zone of HT network of Live DT and sustained burn injuries. The boy was rushed to nearby Hospital as updated by local public.</p> <p>Furthermore, the transformer has been installed in a walled enclosure with warning Sign (Danger Board) along with the main door completely locked. At the time of team visit on 27.01.23, main gate of the substation was found locked which was opened in the presence of Delhi Police officials for supply restoration.</p> | Reported to EI          |  |  | Awareness on various electrical hazards due to TPDDL Lines and Substation given through various means |                             |

## 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                                       | 16574                               | 16574           | 16570                          | 4                     | 16574 | 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                                       | 3306                                | 3306            | 3300                           | 6                     | 3306  | 0                                |
| Continuous power supply failure requiring replacement of distribution transformer.  | Within 6hrs  |                            |               | 0                                       | 16                                  | 16              | 16                             | 0                     | 16    | 0                                |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above   | Within 3hrs  |                            |               | 0                                       | 7571                                | 7571            | 7568                           | 3                     | 7571  | 0                                |
| Continuous scheduled power outages  | Within 12hrs or restoration of power supply by 6PM   |                            |               | 0                                       | 508                                 | 508             | 508                            | 0                     | 508   | 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.<br>Meter to be replaced within three days |                            |               | 0                                       | 317                                 | 317             | 316                            | 1                     | 317   | 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**

Name of Company TATA Power-DDL  
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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  | 131                                     | 651                                 | 782             | 551                                  | 0                     | 551   | 231                              |
| Complaint lodged for accuracy test of meter- Slow | Within fifteen days of receipt of complaint  | 17                                      | 40                                  | 57              | 36                                   | 0                     | 36    | 21                               |
| Complaint lodged for defective / stuck meter      | Within fifteen days of declaring meter defective   | 118                                     | 709                                 | 827             | 710                                  | 4                     | 714   | 113                              |
| 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   | 46                                      | 435                                 | 481             | 428                                  | 2                     | 430   | 51                               |
| 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                                      | 56                                  | 70              | 50                                   | 1                     | 51    | 19                               |

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

Name of Company                      TATA Power-DDL  
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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  | 1102                                    | 6872                                | 7974            | 7207                                 | 1                     | 7208  | 766                              |
| 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.  | 42                                      | 27                                  | 69        | 28                                   | 0                     | 28    | 41                               |
| 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. | 82                                      | 39                                  | 121       | 30                                   | 0                     | 30    | 91                               |
| 3. Electrified Areas (Where new Distribution Transformer is required)   | Within 4 months from the date of receipt of payment against demand note       | 117                                     | 73                                  | 190       | 72                                   | 0                     | 72    | 118                              |
| 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       | 73                                      | 32                                  | 105       | 46                                   | 0                     | 46    | 59                               |
| 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       | 212                                     | 37                                  | 249       | 60                                   | 0                     | 60    | 189                              |

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<br>(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:<br>(i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and<br>(ii) Availability of right of way & land, wherever required   | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| Un- Electrified Areas/<br>Green Field Projects<br>(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:<br>(i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and<br>(ii) availability of right of way & land, wherever required. | 1                                       | 2                                   | 3               | 1                                    | 0                     | 1     | 2                                |

## 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 | 770                                     | 5263                                | 6033            | 5210                                 | 1                     | 5211  | 822                              |
| Load reduction  | Within ten days of acceptance of application, shall be effective from next billing cycle      | 24                                      | 753                                 | 777             | 750                                  | 6                     | 756   | 21                               |
| Change of category  | Change of category within 7 days of acceptance of application                                 | 53                                      | 470                                 | 523             | 454                                  | 0                     | 454   | 69                               |
| 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.  | 23                                      | 329                                 | 352             | 320                                  | 1                     | 321   | 31                               |
| 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   | 112                                     | 5998                                | 6110            | 6019                                 | 11                    | 6030  | 80                               |
| 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. | 450                                     | 2454                                | 2904            | 2459                                 | 1                     | 2460  | 444                              |

## 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)%                              |
| 30346  | 9   | 30355                                     | 14   | 0.05  |



## 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 | 16574                              | 16570                 | 4                     | 99.98                                    |
| (ii)                              | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.                             |  | 3306                               | 3300                  | 6                     | 99.82                                    |
| (iii)                             | Continuous power supply failure requiring replacement of distribution transformer.  |  | 16                                 | 16                    | 0                     | 100.00                                   |
| (iv)                              | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above   |  | 7571                               | 7568                  | 3                     | 99.96                                    |
| (v)                               | Continuous scheduled power outages  |  | 508                                | 508                   | 0                     | 100.00                                   |
| (vi)                              | Replacement of burnt meter or stolen meter  |  | 317                                | 316                   | 1                     | 99.68                                    |
| <b>Period of scheduled outage</b> |   |  |                                    |                       |                       |  |
| 2                                 | Maximum duration in a single stretch  | At least 95% of cases resolved within time limit   | 1158                               | 1158                  | 0                     | 100.00                                   |
|                                   | Restoration of supply by 6:00 PM  |  | 1158                               | 1154                  | 4                     | 99.65                                    |
| 3                                 | Faults in street light maintained by the Licensee   | At least 90% cases should be complied within prescribed time limits                            | 9227                               | 9217                  | 10                    | 99.89                                    |
| Reliability                       |   |  | Indices                            |                       |                       |  |
| 4                                 | SAIFI   | To be laid down by the Commission based on the targets proposed by the Licensees               | 0.092                              |                       |                       |  |
|                                   | SAIDI   |  | 0.073                              |                       |                       |  |
|                                   | CAIDI   |  | 0.793                              |                       |                       |  |
| 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%   | 329                                | 298                   | 0                     | 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     | <b>Total</b>   |   | 0            | 0              | 0   | 0                                       | 0                                    |

**Unauthorised Use of Electricity**

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| <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> |
|----------------------------|--|---|--|--|
| 181                        | 125  | 0   | 0  | 0  |

**Theft of Electricity**

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| <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> |
|----------------------------|--|---|--|--|
| 292                        | 53   | 35  | 34   | 1  |