

# Operational Review



### i) Augmentation/Maintenance of Network

**Table 1.1: Augmentation/Maintenance Details**

Sl. No.	Particular	FY 13-14
1	No. of Power Transformer	167
2	EHV Capacity(MVA)	3,655
3	Number of Distribution Transformer	28,340
4	DT(MVA)	4,771

### ii) Technical improvements

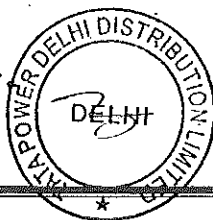
- Unrestricted Peak demand of 1508 MW was met in FY 13-14 as against the unrestricted peak demand of 1,573 MW met in FY 12-13.
- Transformer failure reduced from 0.79 % to 0.71 % *w.r.t. installed capacity in FY 13-14.*

### iii) Month-wise reliability index

Month-wise reliability indices for FY 13-14 vis-à-Vis FY 12-13 (as per methodology approved by the Hon'ble Commission) is tabulated below

**Table 1.2: Month-wise reliability Indices for FY 12-13 vis-à-vis FY 13-14**

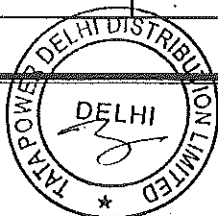
MONTH	FY 12-13			FY 13-14		
	SAIFI	SAIDI	MAIFI	SAIFI	SAIDI	MAIFI
	No's	Hrs.	No's	No's	Hrs.	No's
April	0.393	0.686	0.006	0.2185	0.1464	0.0080
May	0.325	0.401	0.008	0.3114	0.2563	0.0062
June	0.274	0.264	0.009	0.4305	0.5707	0.0096
July	0.414	0.550	0.007	0.3228	0.2928	0.0068
Aug	0.410	0.451	0.009	0.3599	0.3090	0.0059
Sep	0.196	0.192	0.009	0.2879	0.2439	0.0027
Oct	0.227	0.204	0.007	0.2046	0.1735	0.0020
Nov	0.114	0.104	0.002	0.1675	0.1452	0.0000
Dec	0.157	0.160	0.005	0.1984	0.1823	0.0032
Jan	0.174	0.163	0.003	0.2360	0.2170	0.0020
Feb	0.189	0.191	0.007	0.2060	0.2120	0.0050
March	0.197	0.15	0.005	0.2240	0.1810	0.0060
<b>TOTAL</b>	<b>3.072</b>	<b>3.516</b>	<b>0.077</b>	<b>3.1674</b>	<b>2.9303</b>	<b>0.0575</b>



## iv) Performance Parameters

Table 1.3: Performance Parameters

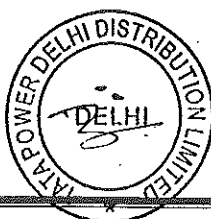
Table 25: Performance Parameters							
Sl. No.	Service Area	Prescribed Time Limit/ Measure	Overall Standard of Performance	Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
					within specified time limit	above specified time limit	
1	Normal fuse-off calls	Within three hours for Urban areas	At least 99% calls received should be rectified with in prescribed time limits in both Cities and Towns and in Rural areas	116075	115700	375	99.68%
		Within eight hours for Rural areas		29727	29668	59	99.80%
2	Line Breakdowns	Temporary Supply to be restored within four hours from alternate source, wherever feasible.	At least 95% of cases resolved with in time limit in both Cities and Towns and in Rural areas	29200	29126	74	99.75%
		Rectification of fault and thereafter Restoration of normal power supply with in twelve hours					
3	Distribution Transformer failure *	Temporary Supply to be restored within four hours from alternate source, wherever feasible.	At least 95% of DTRs to be replaced with in prescribed time limits in both Cities and Towns and in Rural areas	374	374	0	100.00%
		Rectification of fault and thereafter Restoration of normal power supply with in twelve hours					
4	Period of scheduled outage						
	Maximum duration in a single stretch	Max duration shall not exceed 12 hours in a day	At least 95% of cases resolved with in time limit	9405	9402	3	99.97%



## Operational Review & Compliances

Sl. No.	Service Area	Prescribed Time Limit/ Measure	Overall Standard of Performance	Total cases Received/ Reported	Complaints Attended (B)		Standard of Performance achieved
	Restoration of supply by 6:00 PM	Supply to be restored by 6 pm		9405	9402	3	99.97%
5	Street Light Faults						
	Rectification of line faults	72 hours	At least 90% cases should be complied with in prescribed time limits	78203	77393	810	98.96%
	Replacement of fused/defective unit	72 hours					
6	Continuity Indices						
	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.		3.168			
	SAIDI			2.93			
	MAIFI			0.057			
7	Frequency variation	-	To maintain supply frequency within range as per IEGC	0	0	0	0
8	Voltage Unbalance	Computation of Voltage Unbalance is to be specified by the Hon'ble Commission	Maximum of 3% at point of commencement of supply	0	0	0	0
9	Percentage billing mistakes	% = Bills required modification/Total number of bills issued	Not exceeding 0.2%	843	840	5	0.01%
10	Percentage faulty meters	% = Total Defective Meters/ Total Number of meters in service	Not exceeding 3%	12595	12607	5	0.92%

\* In the case of distribution transformers, some of the supply restoration cases got delayed due to equipment being in the High theft area which resulted in overloading & finally failure of the asset. Missing in table



**v) Major Initiatives taken by TPDDL during FY 2013-14**

**Technical Initiatives:**

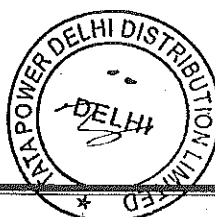
- TPDDL has become the 1<sup>st</sup> utility to launch Integrated Automated Demand Response (ADR) & Advance Metering Infrastructure (AMI) by providing SMART meters for 250 customers with load >100 kW. This would empower customers to analyze their consumption patterns & optimize energy usage.
- Five 33/11 Grid Substations commissioned in Rohini, Naraina, Model Town, Wazirpur and Bawana to benefit customers.
- Electric vehicle charging centers installed at 5 different locations to provide free of cost charging for e-cars to promote environment friendly technologies.
- Mobile distribution transformer to ensure immediate restoration of supply in case of transformer failure.
- Automated switch over of electricity supply to alternate source for customers having sanctioned load >100 kW.

**Initiative for Consumers**

- 12 new Document Collection Centers opened for applicants to submit documents, providing acknowledgement receipt for submitted documents. Format of NOC/ Indemnity bond for suspended areas.
- Know your meter leaflets are distributed at the time of meter installation for better understanding to customers.
- Special Team formed to address safety & quality needs of metering installations.
- New user friendly TPDDL website with Mobile based availability for payment, complaint facilities.
- Customers meet at their premises to increase awareness on our processes/ services, direct touch with JJ cluster through Pradhans for any clarifications.

**Initiatives with Customer**

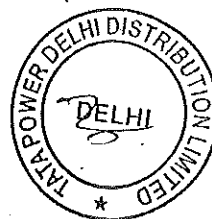
- Annual customer meet "MILAP" held in Oct, 2013 for customer sharing and together.
- Mega plantation drive – planted 20,000 saplings in North & North West Delhi.
- Cycle rally engaged in association with RWA members to promote Green environment.



## vi) Awards and Recognitions

Various awards and recognitions have been bestowed on the Company during the period under review. Some of the awards and recognitions received by the Company are as under:

Sl. No.	Award	Bestowed by
1	TPDDL Ranked 46th amongst 100 Best Companies to Work for in India; also declared 2nd Best in Energy, Oil and Gas Industry	GPTW
2	AIMA's Breakthrough Innovation Award	AIMA
3	Best Performing Private Discom Award	Power Line
4	IPPAI , Best Performing Utility	IPPAI
5	Safety Innovation Award	EEI
6	12th Annual Greentech Safety Award 2013, Gold Category	Green tech Foundation
7	Technology of the year	Asian Power
8	3rd Asia's Best CSR Practice Award – Best corporate social responsibility practice	CMO Asia
9	Best Run Award in Implementation of SAP	SAP ACE AWARD 2013
10	Utility of the year	India Power Awards
11	Social and community impact	India Power Awards
12	National Award for Meritorious Performance for FY FY13	Central Electricity Authority
13	Innovation for India Awards – 2014	Marico Innovation



**vii) Societal Responsibilities and Support of Key Communities**



*“What came from the people  
has gone back to the people  
many times over.”*

*- JRD Tata*

**a) Societal Well-Being:**

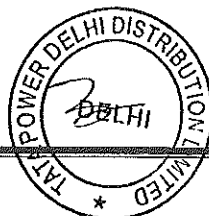
Community welfare is central to the core values of TPDDL aligned with the Tata ethos “of giving back to the Society what comes from them”.

The commitment to the community's welfare is exemplified through a part of the Mission statement - ‘to enrich quality of life in the society that we operate in’. The motto ‘Power to the people’ not only translates to offering business services, but attempts to empower the society at large through various CSR programs.

TPDDL's CSR Policy, supporting TPDDL's Values and AA frameworks for CSR, sets the overall direction for community initiatives that covers the entire workforce. TPDDL has a three pronged CSR strategy which broadly segments the community initiatives into

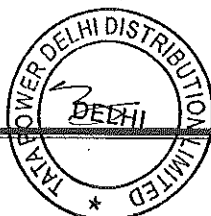
- (a) Compensatory
- (b) Business Oriented and
- (c) Philanthropic.

The economic, social and environmental factors are taken care through the Triple Bottom Line Approach.



A brief snapshot of activity held in TPDDL areas in FY 13-14 is as below:

1. **Women Literacy Program** – Company imparted functional literacy to approximately 9000 illiterate women through 161 Women Literacy Centers in FY 13-14.
2. **Vocational Training Program** – Over 2000 beneficiaries were imparted vocational training at 6 VT centers in the trades of Computers, Tally, Beautician, Mobile Repairing, Electrician, Retail, Personality Development and Stitching & Tailoring during FY 13-14. Approx. 80% of beneficiaries are gainfully engaged in income generation activities.
3. **Drug De-addiction Camps** – 7500 beneficiaries benefitted from 48 camps organized during FY 13-14.
4. **Mobile Dispensary services** – 10000 beneficiaries benefitted by services rendered through 2 mobile dispensary vans in FY 13-14.
5. **Support to SC/ST students from Govt. Schools** – 230 students of standard X to XII supported from 36 Govt. schools. Students were provided specialized career counseling, reference books, bags & study materials in FY 13-14.
6. **Scholarship to SC/ST students from ITI, Polytechnic & Engg. Colleges** – 163 students were awarded scholarships by sponsoring their tuition fee in FY 13-14.
7. **Clean Environment & Green Environment:** Tree Plantation – 20,000 tree saplings planted during FY 2013-14.
8. **Support to orphanages – (approx. 200 kids):** 2 orphanages were supported during FY 2013-14.





## **Compliance to Directives**



**Chapter on Compliance to DERC Directives**

*#6.1 - Distribution licensee shall be responsible for making timely payment of bills/dues to central & state generating stations and transmission utilities. The Commission shall not allow Late Payment Surcharge as a pass through in the ARR, if paid by the distribution licensee, on account of delayed payments. Further, the fixed cost borne by the petitioner on account of regulated power will not be allowed as a pass through in the ARR and in such cases where cheaper power is regulated due to non-payment of dues and if during that time zone the distribution licensee eventually purchases expensive power to meet the demand, the cost of such expensive power will be restricted to the cost of regulated cheaper power to that extent at the time of true up.*

**Compliance:**

TPDDL has been complying with the said directive and making timely payment of bills /dues to central & state generating stations and transmission utilities. Further, it is submitted that power supply to TPDDL has never been regulated by any central & state generating stations and transmission utilities.

*#6.2 – The Commission has also decided that in case power is regulated by DTL/Interstate Transmission Licensee due to non-payment of dues then in that case the transmission charges borne by the petitioner besides the treatment of regulated power as detailed in above directive will also not be allowed.*

**Compliance:**

No power supply to TPDDL has ever been regulated by DTL/ Interstate Transmission Licensee.

*#6.3 - The Commission directs the distribution licensee to conduct a safety audit and carry out preventive maintenance as per schedule. The licensee is directed to submit a compliance report within 4 months.*



**Compliance:**

Safety Compliance is being achieved through Safety Audits of Network / Buildings / Installations / Work sites etc., as per TPDDL processes and guidelines of OHSAS 18001 and other guidelines issued by the Hon'ble Commission from time to time. Further, periodic review of safety procedures are being done and implemented across TPDDL. Various Zones / Grids / other sites are being audited by Safety Team, Area Safety Officers and the entire team of Safety Organization. Further, the preventive maintenance is also being carried out as per schedule. TPDDL will comply as per said directive of the Hon'ble Commission.

*#6.4 - With respect to AT&C losses, the Commission directs the Petitioner for the following:*

*(a) The information in respect of Form 2.1 (a) shall be submitted as per revised format issued by the Commission to the utilities on monthly basis latest by 21st day of the following month.*

**Compliance:**

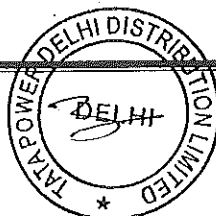
TPDDL has already submitted the Form 2.1 (a) as per the revised format up to October'2014.

*(b) Submit the Auditor's certificate in respect of Form 2.1 (a) on quarterly basis within the following month.*

**Compliance:**

TPDDL is regularly submitting the monthly Form 2.1(a) in the revised format, as directed by the Hon'ble Commission. TPDDL shall also submit the auditor's certificate on quarterly basis for Form 2.1 (a), subsequent to the said directive.

*(c) Submit monthly report to the Commission giving details of category wise consumer addition and their details latest by 21<sup>st</sup> day of the following month.*



**Compliance:**

TPDDL has already submitted the monthly report on category wise consumer addition and their details up to October, 2014 to the Hon'ble Commission.

*(d) Submit monthly report to the Commission giving details of number of connections disconnected / reconnected and their details latest by 21st day of the following month.*

**Compliance:**

TPDDL has already submitted the monthly report on number of connections disconnected / reconnected and their details up to October, 2014 to the Hon'ble Commission.

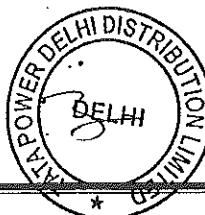
*(e) Submit monthly report to the Commission on change of consumer category latest by 21st day of the following month.*

**Compliance:**

TPDDL has already submitted the monthly report on change of consumer category up to October, 2014 to the Hon'ble Commission.

**#6.5** - *The Commission directs the petitioner to incorporate the following information in the annual audited financial statements.*

- a. Category-wise Revenue billed and Collected,*
- b. Category-wise Surcharge billed and Collected*
- c. Category-wise PPAC billed and collected*
- d. Category-wise Electricity Duty billed and collected*
- e. Category-wise subsidy passed on to the consumers during the financial year, if any.*
- f. Category-wise details of the surcharge billed on account of ToD*
- g. Category-wise details of the rebate given on account of ToD*
- h. Revenue billed on account of Own Consumption*
- i. Revenue collected on account of enforcement/theft case*



**Compliance:**

It is submitted that Annual Accounts are prepared in accordance with the provisions of Generally Accepted Accounting Principles, Companies Act, 2013, Electricity Act 2003 wherever prevails and applicable accounting standard issued by the Institute of Chartered Accountants of India. TPDDL has already communicated the above directive to the statutory auditors and shall further take up with them. In case auditors are not amenable, compliance to above directive can be provided in the form of auditor certificate.

*#6.6 - The Commission directs the petitioner to submit the energy audit report in respect of their network at HT level and above within 4 months.*

**Compliance:**

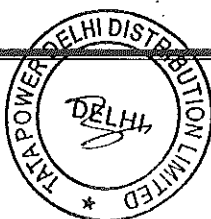
TPDDL has already submitted the report on energy audit in respect of their network at HT level up to June 2014 to the Hon'ble Commission.

*#6.7 - The Commission directs that the petitioner should submit annual auditor certificate in respect of power purchase details of the previous year by 30th July of the next financial year. The power purchase invoices received up to April month of the next financial year but pertaining to the previous year only will be considered towards power purchase cost of the said financial year. The Petitioner is also directed to submit the reconciliation statement in respect of power purchase cost/Transmission cost on a quarterly basis with respective Generation/Transmission companies*

**Compliance:**

TPDDL has already submitted the annual auditor certificate for FY 2013-14. However, taking cognizance of the directive issued by the Hon'ble Commission on 23rd July 2014, TPDDL shall ensure future submissions within given timeline i.e. by end of July for previous year.

*#6.8 - The Commission directs the Petitioner to strictly adhere to the guidelines on short term purchase/sale of power issued by the Commission from time to time.*



**Compliance:**

TPDDL shall be adhering to the guidelines as directed by DERC.

*#6.9 - The Commission directs that the petitioner shall raise the bills for their own consumption of all their installations including offices at the Non-Domestic tariff for actual consumption recorded every month. The petitioner is further directed to submit the auditors' certificate incorporating monthly bill details by 30th June of next financial year. The licensee may avail credit at zero tariffs to the extent of the normative self-consumption approved by the Commission at the end of the financial*

**Compliance:**

TPDDL has already installed meters all its premises to record the self-consumption. The bills are being raised on the appropriate tariff for actual consumption and TPDDL shall be availing credit at zero tariff to the extent of normative self-consumption approved by the Hon'ble Commission at the end of financial year. Further, audited certificate shall be provided within stipulated timelines as directed by DERC from next financial year onward.

*#6.10 - The Commission directs the Petitioner to avoid any transactions related to purchase/sale of power with their related parties. The Commission will not approve any transaction for purchase/sale of power where open tendering process has not been followed. If any purchases/sales of power are affected through agent/middleman or a trader other than the power exchange(s), then any trading margin paid to such agents/middleman or trader will also not be admissible*

**Compliance:**

The same has been clarified by Commission by way of letter number F.3 (279)/Tariff/DERC/2013-14/4235/1323 dated 2<sup>nd</sup> September 2014. Vide the said letter the Hon'ble Commission has allowed trading margin for any transaction for sale/ purchase of power other than exchange. The same has been allowed in accordance with the CERC approved trading margin regulations except through related parties.



*#6.11 - The Commission directs the Petitioner to strictly adhere to the directions of the Commission issued vide letter dated June 2, 2006. Further, all cases of purchases through related parties, needing prior approval of the Commission, shall be subject to prudence check prior to grant of permission*

**Compliance:**

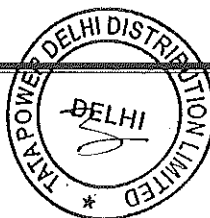
TPDDL is adhering to the guidelines as directed by DERC.

*#6.12 - The Distribution licensee is directed to take necessary steps to restrict the cost of power procured through short term contracts at Rs.5 per kWh. Further in case of short term power purchase at a rate higher than the above ceiling rate (of Rs.5/kWh), the impact of such purchase on total short term power purchase shall not exceed 10 Paise/kWh during the financial year. In case the cost of power proposed to be procured exceeds the above limits, this may be brought to the notice of the Commission within 24 hours detailing the reasons or exceptional circumstances under which this has been done. The Commission reserves the right to restrict allowance to the permissible limit if proper justification is not provided.*

**Compliance:**

The same is being complied and no power has been procured through short term contracts in the current FY costing more than Rs. 5/kWh.

*#6.13 - The Commission directs the DISCOM to submit the quarterly progress reports for the capital expenditure schemes being implemented during each year of the Control Period within 15 days of the end of each quarter. DISCOM is further, directed to submit the actual details of capitalization for each year for the Control Period by June 30 of the following year for consideration of the Commission. All information regarding capitalization of assets is to be furnished in the formats prescribed by the Commission. These formats are to be submitted along with the requisite statutory clearances/ certificates of the appropriate authority/ Electrical Inspector, etc. as applicable for all EHV & HV works etc., and certificate of SLDC for commissioning/ commercial operation.*



**Compliance:**

TPDDL shall be adhering to the guidelines as directed by DERC.

*#6.14 - The Commission directs the utility to submit the capital expenditure schemes strictly in accordance with the Commission's "Guidelines for approval of Capital Investment Schemes" dated April 23, 2012*

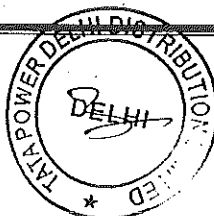
**Compliance:**

TPDDL shall be adhering to the guidelines as directed by DERC.

*#6.15 - Petitioner has to ensure that asset capitalization takes place within a reasonable time and the approved cost so that IDC does not increase disproportionately. Before start of work, the utility is aware of the actual approved cost of completion of the scheme. As a norm, the Commission would consider the completion period indicated by the utility at the time of seeking approval of the scheme from the Commission and the capital cost approved by the Commission. In exceptional cases where completion of a project gets delayed or there is a change in cost of completion beyond 15% of approved cost, for reasons beyond the control of the utility, the utility will take prior approval of the Commission of any additional amount that needs to be capitalized in excess of the approved cost. This can only be an exception but not the rule and the utility would need to justify delay in capitalization in each case where delay and/or cost overrun takes place. Failing this or pending receipt of satisfactory explanation, the Commission would go by the completion period and the cost indicated in the Commission's approval to the scheme and provide for IDC accordingly.*

**Compliance:**

We would like to submit to the Hon'ble Commission that the same is being ensured and it is our constant endeavor to ensure that the schemes are completed well within the stipulated timelines. However, the schemes may get delayed for the reasons beyond control of TPDDL like permission for ROW, public hindrances etc. Accordingly, the starting time to be considered after getting all ROW clearance and completion date to be considered as our EI application submission date.





We would also like to draw the kind attention of Hon'ble Commission towards the fact that Clause No. # 77 (3) of "Technical Standard for Construction of Electrical Plants and Electrical Lines"-Regulations 2010 issued by Central Electricity Authority (CEA) has mentioned that Transformers above 250kva should be mounted on plinth only. However, there are about 400 nos. 315kva which due to space constraint have been installed on H pole structure and are awaiting clearance from Chief Electrical Inspector due to release of afore-mentioned guidelines and hence leading to delay in capitalization. Accordingly, we would request the Hon'ble Commission to take up with CEA to consider issuing amendment and allowing transformers up to 400kva on H poles since these installations are structurally safe, occupy lesser space and have been adopted across the country.

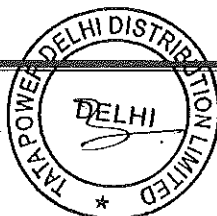
Similarly, "Right of Way" being an important issue, we at TPDDL and other SEBs in many parts of the country are using Aerial Bunched Conductors (ABCs) at HT and LT levels. Accordingly, we would request the Hon'ble Commission to take up with CEA to define / incorporate electrical clearances for Aerial Bunched Conductors (ABCs) in regulations so that Electrical Inspector can issue NOC for the same without treating them as bare conductor as per the applicable regulations, which shall also enable timely capitalization.

*#6.16 - The Commission has directed the petitioner to ensure availability of power supply for meeting the demand. The licensee shall ensure that the electricity which could not be served due to any reason what-so-ever shall not exceed 1% of the total energy supplied in units (kWh) in any particular month except in the case of force majeure events which are beyond the control of the petitioner.*

**Compliance:**

The same is being complied and the energy which could not be served in FY13-14 was around 0.65% of the total demand.

*#6.17 - The Commission has specifically directed that there will be a cash limit of Rs.4000/- while accepting billing dues from consumers. Any bill above Rs.4000/- must be paid by any mode other than cash. This limit is also applicable in case of recovery of all types of dues*



*including LPSC, Misuse charges, theft charges etc. No authority in the DISCOM is permitted to waive this condition pertaining to cash collection.*

**Compliance:**

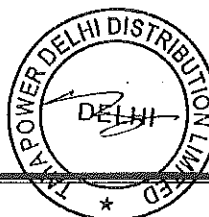
TPDDL has already submitted its representation on this issue vide letter ref: TPDDL/Regulatory/03 dated 21<sup>st</sup> Aug 2014 and requests the Hon'ble commission to kindly consider the same.

*#6.18 - During the year 2014-15, RPO requirements for green power must be met along with requirements carried over from the previous year otherwise RECs must be bought from the exchange to meet the requirement of green power. If RPO obligations are not met, appropriate penalties may be imposed as per the Electricity Act and applicable Regulations.*

**Compliance:**

The Commission has directed that RPO shortfall from FY 12-13 to FY 14-15 be met in the current financial year either through power or purchase of RECs as per directive 6.18. However, it is suggested that as TPDDL is in the process of procurement of Renewable Power through competitive bidding, the RPO accumulation be deferred over the next 4-5 years and TPDDL be allowed to procure power instead of REC's which result in unnecessary tariff rise without any flow of physical power to the utility. Further, with the release of net metering guidelines, if the procurement is deferred, it shall incentivize consumers and TPDDL both to have more and more of distribution generation to meet its RPO shortfall. The Commission may kindly consider the same. Going forward, TPDDL's surplus shall reduce and we shall be able to effectively use the power under renewable to meet our requirements.

*#6.19 - The Commission is working out an appropriate common uniform format for presenting tariff petitions in the fiscal year 2015-16 and DISCOMs shall ensure that the new format is followed in the following years.*



**Compliance:**

New format shall be duly complied by TPDDL.

*#6.20 - In case the consumer's cheque is dishonored, then he may be warned and given a final opportunity for payment of cheque along with LPSC. If a second case of dishonoring of the cheque occurs with the same consumer within next three months, it shall be stipulated that payment in future will be received only by DD up to a period of next six months*

**Compliance:**

TPDDL is already complying with the directive.

*#6.21 - The Commission has already decided to provide relief to those consumers whose industries are non-functional for the period when it is either under shut down or not functional and who utilize up to 5% of the sanctioned load (not available for part use of the load), then the conversion from kW to kVA for the purpose of calculation of fixed charges may be done considering 0.9 power factor*

**Compliance:**

TPDDL is already complying with the directive.

*#6.22 - In case these directions are not adhered to or violated in any way, the Commission reserves the right to impose suitable penalty including suspension/cancellation of license as per the provisions of Electricity Act, 2003*

**Compliance:**

TPDDL will make its best effort in complying with the directions issued by the Hon'ble Commission.

