

F.17 (47)/Engg./DERC/2014-15/4741/ 33

07.04.2017

To,

The Managing Director,
Tata Power Delhi Distribution Ltd.,
33 KV Grid Sub-Station,
Hudson Lane, Kingsway Camp,
Delhi - 110 009

Subject: Implementation of Short Code 1912X for electricity grievances in Delhi.

Sir,

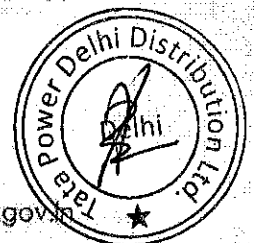
This has reference to TPDDL's Letter TPDDL/Regulatory/3 dated 23.02.2017 regarding submission of detailed project report on implementation of Short Code 1912X for electricity grievances in Delhi for an estimated cost of Rs.6.1 Crore excluding taxes. The clarifications were sought from TPDDL vide email dated 28.2.2017. TPDDL revised their earlier proposal vide its letter no. TPDDL/Regulatory/Capex 16-17/84 dated 27.03.2017 as under:

S. No	CAPEX	Rs Cr
1	Software license cost (BCM, ERP/CRM, IVR, Report etc.)	1.26
2	Hardware cost (Computer/Headset/Windows License etc. with 3 yr warranty)	0.56
3	Server, Media Gateway, UPS and other associated IT infra	1.42
4	Civil/Construction work including workstation arrangement	1.20
	Total CAPEX	4.45
	OPEX	
1	Software AMC/PRI line rent	0.28
2	Manpower cost @ Rs 20000 per month per agent	1.80
3	Toll free charges to be paid to telecom service provider @ 0.95 per minute per call	2.48
4	Promotion activities for 3-6 months	1.00
	Total OPEX	5.56

2. The matter was discussed with TPDDL Officials on 30.03.2017 and they informed that provision for future expansion with additional workstation and man power has been proposed. The expenditure for existing system without additional workstation and man power will be as under:

S. No.	CAPEX	Rs Cr
1	Server, Media Gateway, UPS and other associated IT infra	1.42
	Total CAPEX	1.42
	OPEX	
1	Toll free charges to be paid to telecom service provider @ 0.95 per minute per call	2.48
	Total OPEX	2.48

विनियामक भवन, सी-ब्लॉक, शिवालि, मालवीय नगर, नई दिल्ली-110017
Viniyamak Bhawan, C-Block, Shivailik, Malviya Nagar, New Delhi-110017
Phone: 41601675, Fax 26673608, e-mail : direngg@derc.gov.in Website:www.derc.gov.in

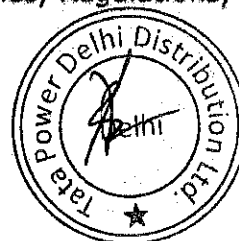


3. The Commission has examined the proposal and accords in-principle approval for implementation of short code in the existing infrastructure for an estimated cost of Rs. 1.42 Crore plus applicable taxes under capital expenditure and an annual operating expenditure for Rs. 2.07 Crore plus applicable taxes as per TPDDL's estimated annual calls at a call cost of 90 paisa/minute. This shall further be subject to actual based on final cost and the number of calls received. TPDDL shall submit the compliance of implementation of short code. Cost towards promotion activities shall be considered additionally.

4. The final cost shall be as discovered through the Competitive Bidding Process. The said approval of the Commission is subject to the following conditions:

- Wherever applicable, the schemes shall conform to Delhi Electricity Supply Code & Performance Standards, Regulations, 2007 or as amended / substituted from time to time.
- TPDDL should seek revised approval of the Commission, if actual cost is in excess of 15% of the approved cost of the scheme.
- **Competitive Bidding:** The various equipments and material for execution of the schemes shall be procured through a fair, transparent and Competitive Bidding Process in accordance with guidelines issued by the Commission vide letter no. F: 3 (243)/Tariff/DERC/2008-09/1883-85 dated 11.08.2009 (duly amended on 09.10.2009).
- **Funding of Electrification of Unauthorized Colonies :** In case of CAPEX schemes related to unauthorized colonies shall be dealt in accordance with final outcome of the Statutory Advice to GoNCTD by the Commission letter dated 11.09.2012 and such other letters on these subject communicated with GoNCT of Delhi from time to time.
- **Execution of Works:** All works shall be carried out in compliance with the Standards/Rules/Regulations/Acts. Further, the works shall be executed by adopting best industry practices duly keeping in view the aesthetics in case of all overhead works.

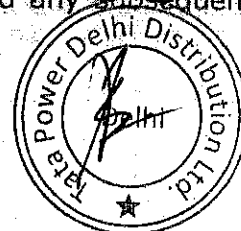
Distribution licensee shall follow the Construction Standards as approved by CEA and available on the website captioned "Technical Standards for Construction of Electrical Plants and Electric Lines, Regulations, 2010".



Project Reports for civil works shall be based upon CPWD norms as per Delhi Schedule of Rates.

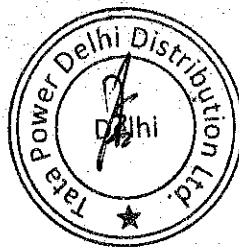
TPDDL shall inform to the Commission about schedule for start of Under Ground works and its completion at site so that the staff from the Commission could undertake the site visit within agreed time schedule. However, in case the staff from the Commission do not undertake the site visit within agreed time schedule, TPDDL can complete the work i.e. closing of the trench etc.

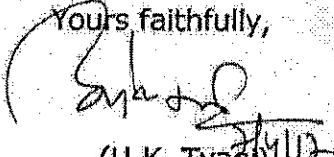
- **Specifications:** The specifications prepared by REC have already been provided to you vide letter no F.17(44)/Engg/DERC/2015-16/4857/4168 dated 03.03.2016. The work shall be executed conforming to these specifications.
- **Purchase Order(s):** Copy (ies) of the Purchase Order(s) placed for procurement of equipments and contracts awarded for the services hired for execution of the scheme shall be submitted to the Commission, within two weeks of placing the order(s).
- **Actual cost:** TPDDL shall also submit the completion report indicating the actual cost incurred in the implementation of the schemes. The final cost and quantity will be subject to verification by way of prudence check/truing up at the time of final approval/capitalization.
- **Reclamation Credit:** Reclamation of material, wherever applicable, shall be made and credit thereof shall be given at the time of finalization of scheme costs.
- **Progress Report:** TPDDL shall submit quarterly Progress Report to the Commission indicating the financial and physical progress of the implementation of the schemes. The quarterly Progress Report of the quarter ending 31st March, 30th June, 30th September and 31st December of each year shall be furnished within 15 days of the end of each quarter respectively.
- **Clearance/NOC from Civic Authorities:** TPDDL shall obtain requisite clearance/NOC from Civic Authorities etc. to avoid any subsequent legal complication.



- **Road Restoration Charges:** TPDDL shall furnish the receipts for payment made to various Road Owning Agencies like PWD, MCD, DDA, etc. to the Commission at the time of furnishing the details for capitalization.
- **GIS Maps:** Softcopy of the GIS maps of the areas where the Electrification schemes/LT ABC schemes are proposed should be submitted while seeking approval for schemes, in future.
- **Taxes (Service Tax etc):** Taxes are to be levied as per actual and it should be accounted for accordingly at the time of finalization of account.
- **Reconciliation of Accounts:** The final accounts shall be reconciled by the TPDDL with the concerned requesting agency for which the deposit work is undertaken.
- **Certificates:** TPDDL shall submit the following prescribed Certificates on completion of the scheme:
 - Electrical Inspector's Certificate/Report after compliance with the objections/suggestions, wherever applicable. The works shall be commissioned only after obtaining the requisite statutory certificates, including Electrical Inspector Certificate.
 - Contractor's Certificate for proper execution of work.
 - Statutory Auditor's Certificate for the full and final actual cost disbursed for execution of work.

5. This issues with the approval of the Commission.



Yours faithfully,

 (U.K. Tyagi)
 Executive Director (Engg.)