

05 March 2024

CFI-LRA-LRA-RGWR-LETR-000990

To,
The Secretary
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No 1, World Trade Centre
Cuffe Parade, Colaba
Mumbai 400 005

Dear Sir,

Sub: Compliance to MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 – Q3 FY 2023-24

This is with reference to the information required to be submitted by the Distribution Licensees as per Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25th February, 2021.

In compliance with the above, we are hereby submitting the reports for Q3 FY 2023-24 in the prescribed formats as Appendix.

Further, we would like to submit that the quarterly reports in the prescribed formats is also displayed on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,


Pankaj Prakash
Head – Regulatory
The Tata Power Company Limited

Enclosure: Appendix

TATA POWER

The Tata Power Company Limited

Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021
Tel 91 22 6717 2947

Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001
CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com



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SOP Report for Q3_FY24 - Oct-2023 to Dec-2023

Annexure II- Standards of Performance level by the Distribution Licensee

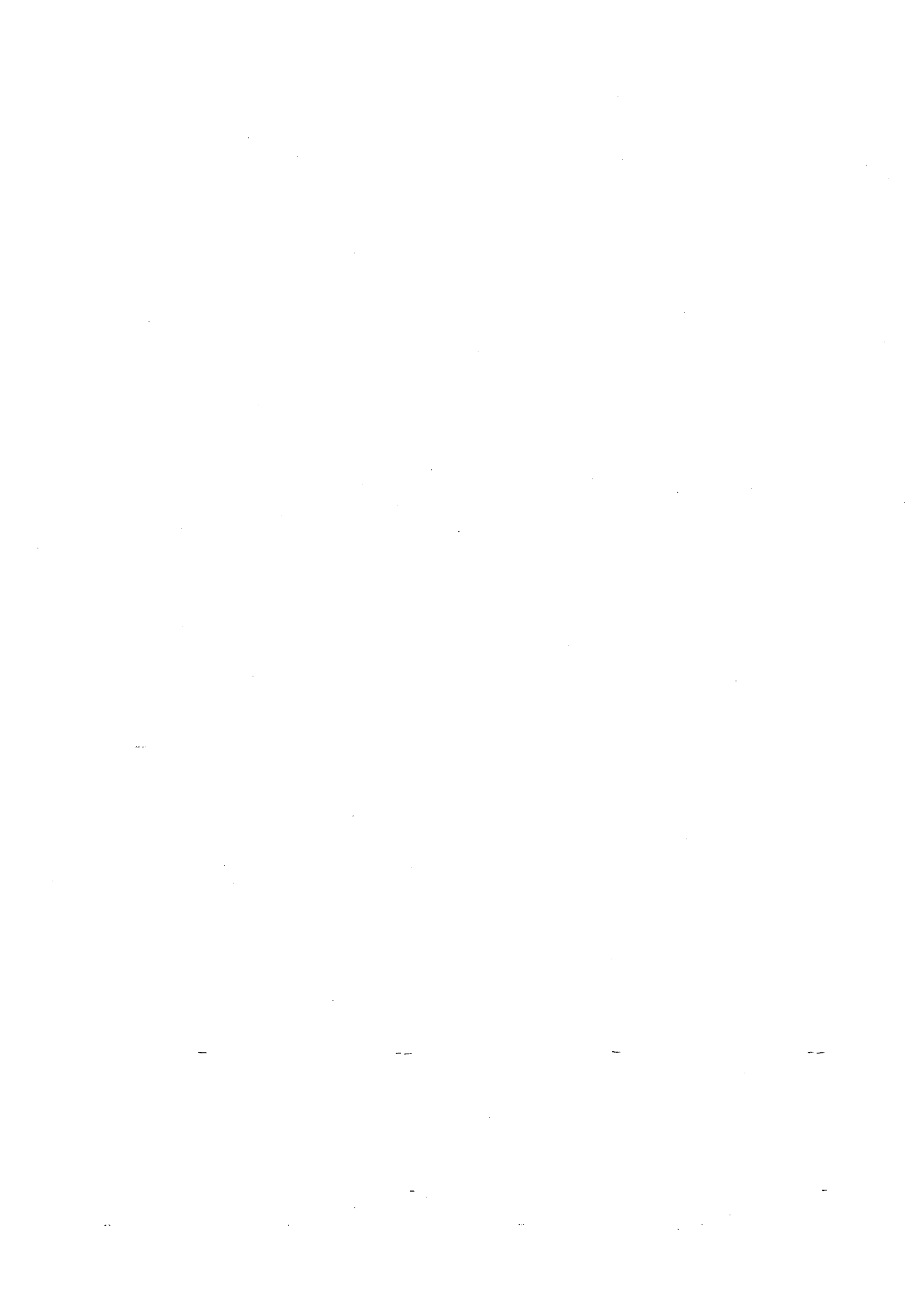
Format for Quarterly Return to be submitted to the Commission by the Distribution licensee

Sr. No.	Parameters	Area/Type	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints e=c+d	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
a	b	c	d	e=c+d	f=g	h=f+g	i= e-h			
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban	0	0	0	0	0	0		
		Rural	0	0	0	0	0	0		
2	New connection / add. load where supply from existing line.	New Connection	76	2,160	2,236	2,160	2,160	76		
		Additional Load	17	18	35	29	29	6		
		New Connection	9,163	7,312	16,475	1,569	1,569	14,906		
3	New connection / add. Load where supply after extension / augmentation.	Additional Load	153	126	279	156	156	123		
		New Connection	0	0	0	0	0	0		
4	New connection / add. Load where supply after commissioning of sub-station.	Additional Load	0	0	0	0	0	0		
		Urban	125	59	184	47	47	137		
5	Shifting of Meter / service Line	Rural	0	0	0	0	0	0		
		Urban	0	0	0	0	0	0		
6	Reconnection of supply after payment of dues.	Urban	0	0	0	0	0	0		
		Rural	0	10,170	10,170	10,170	10,170	0		
7	Change of Name	Urban	313	8,807	9,120	8,729	8,729	391		
		Urban	43	90	133	114	114	19		
8	Change of category	Urban	0	464	464	454	464	0	All 10 Complaints are of Welcome Consumers of all Zones for Q3 of FY-24	
		Rural	0	0	0	0	0	0		
9	Fuse off call	Urban	0	0	0	0	0	0		
		Rural	0	0	0	0	0	0		
10	Break down of Over head Line	Urban	0	0	0	0	0	0		
		Rural	0	0	0	0	0	0		

Annexure III: Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

Sr. No.	Parameters	Area/Type	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
a		b	c	d	e=c+d	f	g	h=f+g	i=e-h	j
11	Underground Cable fault/Bus Riser Fault	Urban	0	679	679	675	4	679	0	All 4 Complaints are of Welcome Consumers of all Zones for Q3 of FY-24
		Rural	0	0	0	0	0	0	0	
12	Transformer and Associated Switchgear Failure	Urban	0	0	0	0	0	0	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2303917	2303917	2303917	0	2303917	0	Estimated Readings as per section16.- Estimation done due to 1. Meter Cabin Locked - 657 2. Meter Cabin not accessible - 290
14	Replacement of Faulty Meter	Urban	0	26	26	26	0	26	0	1
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	233	233	233	0	233	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	796	796	796	0	796	0	
a	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	787	787	787	0	787	0	
b	In case of other complaints	All Zones	0	9	9	9	0	9	0	
17	Quality of Supply*		0	0	7			7	0	1
a	11kV Supply Variation	Urban	0	0	0	0	0	0	0	
b	Long term flicker severity	Urban	0	0	0	0	0	0	0	
c	Unbalance Voltage	Urban	0	0	0	0	0	0	0	
d	Number of Voltage Dips	Urban	0	7	7	7	0	7	0	
e	Number of Short Interruption	Urban	0	0	0	0	0	0	0	
f	Voltage THD (<8% at 11kV)	Urban	0	0	0	0	0	0	0	



Annexure-VII- Performance Report regarding Reliability Indices.

1) System Average Interruption Duration Index (SAIDI)

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained	Ri= Restoration time for each interruption event on i th feeder	Nt=Total number of Consumers of the distribution Licensees area.	Sum. (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI=(6)/(5) (minutes)
1	2	3	4	5	6	7
1	Oct-23	6712	12.57	217621	84370	0.39
2	Nov-23	4161	27.19	218361	113138	0.52
3	Dec-23	9600	19.45	220267	186720	0.85
	Total	20473	18.77	220267	384227.43	1.74

2) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i th feeder.	Sum of Consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of Consumers of the distribution Licensees area.	SAIFI=(4)/(5)
1	2	3	4	5	6
1	Oct-23	6712	6712	217621	0.031
2	Nov-23	4161	4161	218361	0.019
3	Dec-23	9600	9600	220267	0.044
	Total	20473	20473	220267	0.093

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Oct-23	0.39	0.031	12.57
2	Nov-23	0.52	0.019	27.19
3	Dec-23	0.85	0.044	19.45
	Total	1.74	0.093	18.66

4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers

Sr. No.	Month	Ni = Number of HT Consumers who experienced a sustained interruption	Ri= Restoration time for each interruption event of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI = (5)/(3) (minutes)
1	2	3	4	5	6
1	Oct-23	4	27.5	53	13.25
2	Nov-23	11	10.36	110	10
3	Dec-23	13	19.08	224	17.23
	Total	28	18.98	387	13.82

