# SOP Report for Q1\_FY23 - April 2022 to June 2022

## Annexure III- Standards of Performance Level by the Distribution Licensee

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

			Pending			No.	of complaints addr	essed	Daniellin a	
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending complaints at end of Qtr.	Remark
	a	b	С	d	e=c+d	f	g	h=f+g	i= e-h	
1	Intimation of charges where supply to dedicated or after extension /	Urban	0	1	1	1	0	1	0	
	· ·	Rural	0	0	0	0	0	0	0	
2	New connection / add. load where	New Connection	72	256	328	210	0	210	118	
	supply from existing line.	Additional Load	16	13	29	11	0	11	18	
3	New connection / add. Load where	New Connection	8,774	3,949	12,723	4,023	0	4,023	8,700	
	supply after extension / augmentation.	Additional Load	80	78	158	94	0	94	64	
4	New connection / add. Load where	New Connection	0	0	0	0	0	0	0	
4	supply after commissioning of substation.	Additional Load	0	0	0	0	0	0	0	
5	Shifting of Meter / service Line	Urban	33	76	109	75	0	75	34	
	7	Rural	33	76	109	75	0	75	34	
6	Reconnection of supply after payment	Urban	0	14,172	14,172	13,002	1,170	14,172	0	Cases more than stipulated time are Changeover Consumers.
	of dues.	Rural	0	0	0	0	0	0	0	
7	Change of Name	Urban	509	8,137	8,646	7,256	251	7,507	1,139	
8	Change of category	Urban	10	132	142	142	0	142	0	
9	Fuse off call	Urban	0	9,734	9,734	9,734	964	10,698	0	Cases more than stipulated time are Changeover Consumers.
3		Rural	0	0	0	0	0	0	0	
10	Break down of Over head Line	Urban	0	10	10	10	0	10	0	
10		Rural	0	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

			Pending			No.	of complaints addr	essed		
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending complaints at end of Qtr.	Remark
	a	b	С	d	e=c+d	f	g	h=f+g	i= e-h	
11	Underground Cable fault/Bus Riser	Urban	0	9564	9564	9278	286	9564	0	Cases more than stipulated time are Changeover Consumers.
	Fault	Rural	0	0	0	0	0	0	0	
12	Transformer and Associated	Urban	0	2	2	2	0	2	0	
	Switchgear Failure	Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2255937	2255937	2254724	1213	2255937	0	Estimated Readings due to 1. Meter Cabin Locked - 1087 2. Meter Cabin not accessible - 126
14	Replacement of Faulty Meter	Urban	0	21	21	21	0	21	0	
14	Replacement of Faulty Weter	Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	178	178	178	0	178	0	
13	neplacement of burnt weter	Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	625	625	625	0	625	0	
а	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	623	623	623	0	623	0	
b	In case of other complaints	All Zones	0	2	2	2	0	2	0	
17	Quality of Supply*		0	9	9	9	0	9	0	
а	11kV Supply Variation	Urban	0	0	0	0	0	0	0	
b	Long term flicker severity	Urban	0	0	0	0	0	0	0	
С	Unblance Voltage	Urban	0	0	0	0	0	0	0	
d	Number of Voltage Dips	Urban	0	9	9	9	0	9	0	
е	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	

As per Regulation 22.14 of the MERC (Supply Code and SoP including Power quality) Regulations, 2021, the Distribution Licensee shall install Power Quality (PQ) Meter on the secondary (LV) side of the Power Transformer in a phased manner within three years covering at least

33% of the 33kV substations in the first year and 33% each in subsequent two years. The power quality parameters presented above pertain to the meters installed as on today. As and when PQ meters shall be installed for 100% of the power transformers, power quality parameters pertaining to all meters shall be provided.

		Annexure-IV-Repo	rt of individual Cor	nplaints where Con	npensation has bee	n paid		
		Format for quarterly ret	turn to be submitte	ed to the Commission	on by the Distribution	on Licensee		
Sr.	Complaint No	Date of Filing Complaint/Automatic	Consumer No	Name and address of	Nature of	Reference Standard of	Amount of Compensation	Date of payment of Compensation
No.	Complaint No	Compensation	consumer no	Consumer	Complaint	Performance	(Rs)	(DD/MM/YYYY)
				Nil				

		Annexure-V- Report			<b>.</b>		
	Format to	or quarterly return to be	submitted to the C	ommission by the D	Distribution License	e I	
Sr. No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter. (Nos.)	Faulty Meters added during Quarter. (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty Meters pending at end of Quarter. (Nos.)
1	Tata Power-D	Annexure II (Sr. 3 ii) of Supply Code and SoP Regns, 2021	373	3150	3523	2957	566

			Format for qu	Annexure- arterly return to be	VI- Report of Insta submitted to the O		Distribution License	ee		
Sr No	IName of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connectionsrelea sedduring the Quarter(Nos.)	start of the	New Unmetered Agriculture Connections released during the Quarter (Nos.)	to unmetered connections during the	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	of the Quarter (Nos.)
1					Nil					

		Annexure-VII- Perf	ormance Report rega	rding Reliability Indic	es.	
		1) System Ave	rage Interruption Du	ration Index (SAIDI)		
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i <sup>th</sup> feeder.	Ri= Restoration time for each interruption event on i <sup>th</sup> feeder	Nt=Total number of Consumers of the distribution Licensees area.	Sum. (Ri*Ni) for all feeders excluding agri. Feeders )	SAIDI=(6)/(5)
1	2	3	4	5	6	7
1	Apr-22	15720	13.54	186909	212849	1.14
2	May-22	12280	10.60	188731	130217	0.69
3	Jun-22	15081	12.35	191400	186250	0.97
	Total	14360	12.16	189013	174689	0.92

	2)	System Average Inte	rruption Frequency Ir	ndex (SAIFI)	
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i <sup>th</sup> 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	Apr-22	15720	15720	186909	0.084
2	May-22	12280	12280	188731	0.065
3	Jun-22	15081	15081	191400	0.079
	Total	14360	14360	189013	0.076

	3) Customer Average Interruption Duration Index (CAIDI)									
Sr. No.	Sr. No. Month SAIDI SAIFI SAIDI / SAI									
1	2	3	4	5						
1	Apr-22	1.14	0.08	13.54						
2	May-22	0.69	0.07	10.60						
3	Jun-22	0.97	0.08	12.35						
	Total	0.92	0.08	12.16						

4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers											
Sr. No.	Month	Consumers who experienced a sustained	Ri= Restoration time for each interruption event of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI = (5)/(3)						
1	2	3	4	5	6						
1	Apr-22	11	45.91	505.01	45.91						
2	May-22	26	17.62	458.12	17.62						
3	Jun-22	3	13.00	39.00	13.00						
	Total	13	25.51	340.13	25.51						