

05 March 2024 CFI-LRA-LRA-RGWR-LETR-000990

To,
The Secretary
Maharashtra Electricity Regulatory Commission
13<sup>th</sup> 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 25<sup>th</sup> 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** 



The Tata Power Company Limited



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מסאאיו סו סאכו ווכמט בוווכ	Break down of Over head line		ff call	Change of category	Change of Name		Reconnection of supply after payment	POLINICIAL / SCINICE LINE	Shifting of Meter / service line	J.	New connection / add. Load where	augmentation.	New connection / add. Load where	supply from existing line.	New connection / add. load where	augmentation	Intimation of charges where supply to	a	Parameters				
P	Urban	Rural	Urban	Urban	Urban	Rural	Urban	Rural	Urban	Additional Load	New Connection	Additional Load	New Connection	Additional Load	New Connection	Rural	Urban	ь	Area/Type				
>	0	0	0	43	313	0	0	0	125	0	0	153	9,163	17	76	0	0	c	complaint nos. (previous Quarter)	Pending	Format for Qu	Anne	
	0	0	464	90	8,807	10,170	0	0	59	0	0	126	7,312	18	2,160	0	0	d	Complaints in current Qtr.		Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee	Annexure III-Standards of Performance Level by the Distribution	SOP Report f
>	0	0	464	133	9,120	10,170	0	0	184	0	0	279	16,475	35	2,236	0	0	e=c+d	Total complaints		submitted to the C	of Performance Lev	SOP Report for Q3_FY24 - Oct-2023 To Dec-2023
<b>o</b>	0	0	454	114	8,729	10,170	0	0	47	0	0	156	1,569	29	2,160	0	0		Within Standards of performance	No. of	Commission by the	el by the Distributi	-2023 To Dec-207
>	0	0	10	0	0	0	0	. 0	0	0	0	0	0	0	0	0	0	:	More than stipulated time	of complaints addressed	Distribution License	on Licensee	13
>	0	0	464	114	8,729	10,170	0	0	47	0	0	156	1,569	29	2,160	0	0	h=f+g	Total complaints redressed	ssed	P		
0	0	0	0	19	391	0	0	0	137	0	0	123	14,906	6	76	0	0	i= e-h	complaints at end of Qtr.	Dending			
		-	All 10 Complaints are of Welcome Consumers of all Zones for Q3 of FY-24							_									t Remark				

f	n	ď	С	ь	a	17	ь	ъ	16	15		14		13	7	;	ļ			Sr. No.		
Voltage THD (<8% at 11kV)	Number of Short Interruption	Number of Voltage Dips	Unblance Voltage	Long term flicker severity	11kV Supply Variation	Quality of Supply*	In case of other complaints	About electricity bills regarding non receipt of bill or inadequate time for payment	Billing Complaint	Replacement of Burnt Meter		Replacement of Faulty Weter		Meter Reading	Switchgear Failure	Transformer and Associated	Fault	Underground Cable fault/Bus Riser	ىد	Parameters		
Urban	Urban	Urban	Urban	Urban	Urban		All Zones	All Zones	All Zones	Rural	Urban	Rural	Urban		Rural	Urban	Rural	Urban	ф	Area/Type		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	c	Pending complaint nos. (previous Quarter)	Format for Qua	Anne
0	0	7	0	0	0	0	9	787	796	0	233	0	26	2303917	0	0	0	679	d	Complaints in current Qtr.	Format for Quarterly Return to be submitted to the Commission by the Distribution Fice isset.  No. of complaints address.	Annexure III- Standards of Performance Level by the Distribution
0	0	7	0	0	0	7	9	787	796	0	233	0	26	2303917	0	0	0	679	e=c+d	Total complaints	submitted to the C	of Performance Lev
0	0	7	0	0	0		9	787	796	0	233	0	26	2303917	0	0	0	675	<b>-</b>	Within Standards of performance	No. of	el by the Distributio
0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	4	œ	More than stipulated time	of complaints addressed	on Licensee
0	0	7	0	0	0	7	9	787	796	0	233	0	26	2303917	0	0	. 0	679	h=f+g	Total complaints redressed	ssed	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	j= e-h	Pending complaints at end of Qtr.		
													_	Estimated Readings as per section 16 Estimation done due to 1. Meter Cabin Locked - 657 2. Meter Cabin not accessible - 290				All 4 Complaints are of Welcome Consumers of all Zones for Q3 of FY-24		Remark		

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1	Sr.	
	Name of Distribution Licensee	
	Metered New Metered Unmetered Total Agriculture Agriculture Agriculture Agriculture Connections at start of Connections at the Quarter (Nos.)  Metered Agriculture Agriculture Agriculture Connections at the Quarter (Nos.)  Quarter (Nos.)  Quarter (Nos.)  Quarter (Nos.)	
	Metered Agriculture Connections at start of the Quarter (Nos.)	Format for qui
	New Metered Agriculture Connectionsrelea sedduring the Quarter(Nos.)	Annexure-VI- Report of Installation of Meters  Format for quarterly return to be submitted to the Commission by the Distribution Licensee
N.	Unmetered Agriculture Connections at start of the Quarter (Nos.)	Annexure-VI-Report of Installation of Meters eturn to be submitted to the Commission by th
	New Unmetered Agriculture Connections released during the Quarter (Nos.)	lation of Meters ommission by the
	Meters installed to unmetered connections during the Quarter. (Nos.)	Distribution License
	Unmetered Agriculture Connections at end of the Quart (Nos.)	je je
	M Agr Com end end Quar	
	Metered Agriculture Connections at end of the Quarter (Nos.)  Quarter (Nos.)	

ь	Sr.				No.	Sr.		
Tata Power-D	Name of Distribution Licensee	Formati				Complaint No		
Annexure II (Sr. 3 ii) of Supply Code and SoP Regns, 2021	Reference to Overall Standards	Format for quarterly return to be submitted to the Commission by the Distribution Licensee	Annexure-V-Report of action on Faulty Meters (1 Phase/ 3 Phase).		Compensation	Date of Filing Complaint/Automatic	Format for quarterly return to be submitted to the Commission by the Distribution Licensee	Annexure-IV-Repo
40	Faulty Meters at start of the Quarter, (Nos.)	submitted to the C	of action on Faulty			Consumer No	turn to be submitte	rt of individual Cor
3573	Faulty Meters added during Quarter. (Nos.)	ommission by the	Meters (1 Phase/	Nil Nil	Consumer	Name and address of	ed to the Commissi	mplaints where Co
3613	Total Faulty Meters (Nos.)	Distribution License	Phase)		Complaint	Nature of	on by the Distribut	Annexure-IV-Report of individual Complaints where Compensation has been paid
3568	Meters rectified / replaced (Nos.)	ee			Performance	Reference Standard of	ion Licensee	en paid
45	Faulty Meters pending at end of Quarter. (Nos.)				(Rs)	Amount of Compensation		
			mananiliad		(DD/MM/YYYY)	Amount of Date of payment Compensation of Compensation		

	Annexure-VII- Performance Report regarding Reliability Indices.											
		1) System Ave	erage Interruption Du	ration Index (SAIDI)	«Мотем в резоложения на поставления на поставления на поставления на поставления на поставления на поставления							
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained	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) (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 Inte	rruption Frequency I	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	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				

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