

SOP Report for Q2_FY22 - July 2021 to September 2021

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	
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban	264	4,250	4,514	4,039	-	4,039	475	
		Rural	-	-	-	-	-	-	-	
2	New connection / add. load where supply from existing line.	New Connection	23	254	277	204	-	204	73	
		Additional Load	58	143	201	129	-	129	72	
3	New connection / add. Load where supply after extension / augmentation.	New Connection	6,305	1,585	7,890	1,305	-	1,305	6,585	
		Additional Load	14	14	28	25	-	25	3	
4	New connection / add. Load where supply after commissioning of sub-station.	New Connection	4,138	1,263	5,401	973	-	973	4,428	
		Additional Load	-	-	-	-	-	-	-	
5	Shifting of Meter / service Line	Urban	36	12	48	15	-	15	33	
		Rural	-	-	-	-	-	-	-	
6	Reconnection of supply after payment of dues.	Urban	0	6171	6171	5925	246	6171	0	Delay due to – The Case more than stipulated time are Changeover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees
		Rural	-	-	-	-	-	-	-	
7	Change of Name	Urban	991	8277	9268	8331	0	8331	937	
8	Change of category	Urban	4	31	35	23	0	23	12	
9	Fuse off call	Urban	0	3906	3906	3791	115	3906	0	Delay due to – The Case more than stipulated time are Changeover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees
		Rural	-	-	-	-	-	-	-	
10	Break down of Over head Line	Urban	0	11	11	10	1	11	0	Delay due to – The Case more than stipulated time are Changeover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees
		Rural	-	-	-	-	-	-	-	

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						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	
11	Underground Cable fault/Bus Riser Fault	Urban	0	7694	7694	7601	93	7694	0	Delay due to – The Case more than stipulated time are Changeover Consumers on AEML wires. The Delay is on account of Coordination issues between two licensees
		Rural	-	-	-	-	-	-	-	
12	Transformer and Associated Switchgear Failure	Urban	0	3	3	3	0	3	0	
		Rural	-	-	-	-	-	-	-	
13	Meter Reading		0	0	0	0	0	0	0	
14	Replacement of Faulty Meter	Urban	3	74	77	76	0	76	1	
		Rural	-	-	-	-	-	-	-	
15	Replacement of Burnt Meter	Urban	0	172	172	172	0	172	0	
		Rural	-	-	-	-	-	-	-	
16	Billing Complaint	All Zones	0	2	2	2	0	2	0	
17	Quality of Supply*									

* - The Quality of Supply in line with Regulation 22 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 will be monitored after the installation of Quality Meters.

Annexure-IV-Report of individual Complaints where Compensation has been paid								
Format for quarterly return to be submitted to the Commission by the Distribution Licensee								
Sr. No.	Complaint No	Date of Filing Complaint/Automatic Compensation	Consumer No	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation	Date of payment of Compensation
							(Rs)	(DD/MM/YYYY)
NIL								

Annexure-V- Report of action on Faulty Meters (1 Phase/ 3 Phase).							
Format for quarterly return to be submitted to the Commission by the Distribution Licensee							
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	778	6289	7067	5823	1244

Annexure-VI- Report of Installation of Meters										
Format for quarterly return to be submitted to the Commission by the Distribution Licensee										
Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
1	Nil									

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 interruption on i th feeder.	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)
1	2	3	4	5	6	7
1	Jul-21	1178	15.68	168686	18479	0.11
2	Aug-21	3293	26.32	169224	86704	0.51
3	Sep-21	1016	14.12	170416	14350	0.08
	Total	5487	18.71	170416	119533	0.70

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	Jul-21	1178	1178	168686	0.007
2	Aug-21	3293	3293	169224	0.02
3	Sep-21	1016	1016	170416	0.01
	Total	5490	1829	170416	0.01

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-21	0.11	0.01	15.61
2	Aug-21	0.51	0.02	26.21
3	Sep-21	0.084	0.006	14.12
	Total	0.70	0.01	65.35