# SOP Report for Q2\_FY23 - July 2022 to September 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	0	0	0	0	0	0	
	· ·	Rural	0	0	0	0	0	0	0	
2	New connection / add. load where	New Connection	70	94	164	96	0	96	68	
	supply from existing line.	Additional Load	18	9	27	11	0	11	16	
3	New connection / add. Load where	New Connection	8,756	4,945	13,701	5,021	0	5,021	8,680	
	supply after extension / augmentation.	Additional Load	67	235	302	219	0	219	83	
4	New connection / add. Load where supply after commissioning of sub-	New Connection	0	0	0	0	0	0	0	
4		Additional Load	0	0	0	0	0	0	0	
5	Shifting of Meter / service Line	Urban	34	45	79	16	0	16	63	
	7	Rural	0	0	0	0	0	0	0	
6	Reconnection of supply after payment	Urban	0	96	96	96	0	96	0	
	of dues.	Rural	0	0	0	0	0	0	0	
7	Change of Name	Urban	1,147	7,333	8,480	8,254	0	8,254	226	
8	Change of category	Urban	0	92	92	88	0	88	4	
9	Fuse off call	Urban	0	4,313	4,313	4,093	220	4,313	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	23	23	23	0	23	0	
10		Rural	0	0	0	0	0	0	0	

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			Pending	•		No.	of complaints addr			
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	6147	6147	5950	197	6147	0	Cases more than stipulated time are Changeover Consumers.
	Fault	Rural	0	0	0	0	0	0	0	
12	Transformer and Associated	Urban	0	67	67	67	0	67	0	
	Switchgear Failure	Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2271289	2271289	2270620	669	2271289	0	Estimated Readings due to 1. Meter Cabin Locked - 490 2. Meter Cabin not accessible - 179
14	Replacement of Faulty Meter	Urban	0	30	30	30	0	30	0	
	neplacement of radity weter	Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	232	232	232	0	232	0	
13	Replacement of Burnt Weter	Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	0	565	0	0	565	0	
а	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	565	565	565	0	565	0	
b	In case of other complaints	All Zones	0	0	0	0	0	0	0	
17	Quality of Supply*		0	0	32	0	0	32	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	32	32	32	0	32	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 ref	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					
	Format format	or quarterly return to be	submitted to the C	ommission by the I	Distribution License	e	
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	566	5354	5920	4768	1152

			Format for qu	Annexure- arterly return to be	VI- Report of Insta submitted to the O		Distribution License	ee		
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 Connectionsrelea sedduring the Quarter(Nos.)	start of the	New Unmetered Agriculture Connections released during the Quarter (Nos.)	to unmetered connections during the	Agriculture Connections at end of the Quarter	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	erage 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	Jul-22	3056	16.18	193204	49446	0.26
2	Aug-22	4601	21.69	194683	99796	0.51
3	Sep-22	8242	15.37	196216	126680	0.65
	Total	5300	17.75	194701	94051	0.48

	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	Jul-22	3056	3056	193204	0.02
2	Aug-22	4601	4601	194683	0.02
3	Sep-22	8242	8242	196216	0.04
	Total	5300	5300	194701	0.03

	3) Customer Average Interruption Duration Index (CAIDI)							
Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI				
1	2	3	4	5				
1	Jul-22	0.26	0.02	16.18				
2	Aug-22	0.51	0.02	21.69				
3	Sep-22	0.65	0.04	15.37				
	Total	0.48	0.03	17.75				

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	Jul-22	5	24.8	124	24.80						
2	Aug-22	10	26.7	267	26.70						
3	Sep-22	6	25.00	150.00	25.00						
	Total	7	25.50	178.50	25.50						