SOP Report for Q3_FY23 - October 2022 to December 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. o	of complaints addr	essed	Donalin s	
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr. Total complaints With of p	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	68	73	141	69	0	69	72	
	supply from existing line.	Additional Load	16	5	21	9	0	9	12	
	New connection / add. Load where supply after extension /	New Connection	8,680	2,433	11,113	2,718	0	2,718	8,395	
	augmentation.	Additional Load	83	64	147	57	0	57	90	
	New connection / add. Load where supply after commissioning of sub-	New Connection	0	0	0	0	0	0	0	
4	station.	Additional Load	0	0	0	0	0	0	0	
5	Shifting of Meter / service Line	Urban	63	16	79	7	0	7	72	
		Rural	0	0	0	0	0	0	0	
6	Reconnection of supply after payment	Urban	0	8,271	8,271	7,432	839	8,271	()	Cases more than stipulated time are Changeover Consumers.
	of dues.	Rural	0	0	0	0	0	0	0	
7	Change of Name	Urban	226	9,412	9,638	9,307	0	9,307	331	
8	Change of category	Urban	4	98	102	94	0	94	8	
9	Fuse off call	Urban	0	1,968	1,968	1,866	102	1,968	()	Cases more than stipulated time are Changeover Consumers.
		Rural	0	0	0	0	0	0	0	
10	Break down of Over head Line	Urban	0	1	1	1	0	1	0	
10		Rural	0	0	0	0	0	0	0	

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

			Pending		submitted to the C		of complaints addr			
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr.	current Qtr. Iotal complaints Within Standards N			Total complaints redressed	Pending complaints at end of Qtr.	Remark
	а	b	С	d	e=c+d	f	g	h=f+g	i= e-h	
11	Underground Cable fault/Bus Riser	Urban	0	2486	2486	2430	56	2486	1 ()	Cases more than stipulated time are Changeover Consumers.
	Fault	Rural	0	0	0	0	0	0	0	
12	Transformer and Associated	Urban	0	0	0	0	0	0	0	
12	Switchgear Failure	Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2285197	2285197	2283955	1242	2285197	0	Estimated Readings due to 1. Meter Cabin Locked - 642 2. Meter Cabin not accessible - 600
14	Replacement of Faulty Meter	Urban	0	24	24	24	0	24	0	
	Replacement of Faulty Meter	Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	173	173	173	0	173	0	
	neplacement of burnt weter	Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	0	399	399	0	399	0	
а	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	398	398	398	0	398	0	
b	In case of other complaints	All Zones	0	1	1	1	0	1	0	
17	Quality of Supply*		0	0	28	0	0	28	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	28	28	28	0	28	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-Report of individual Complaints where Compensation has been paid										
	Format for quarterly return to be submitted to the Commission by the Distribution 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	Compensation	consumer No	Consumer	Complaint	Performance	(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										
	Format fo	r quarterly return to be	submitted to the C	ommission by the	Distribution Licens	ee				
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 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	1152	3565	4717	4679	38			

	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 Connectionsrelea sedduring the Quarter(Nos.)	Unmetered Agriculture	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections	Agriculture Connections at end of the Quarter	Metered Agriculture Connections at end of the Quarter (Nos.)	of the Quarter (Nos.)
1					Nil					

	Annexure-VII- Performance Report regarding Reliability Indices.											
	1) System Average Interruption Duration Index (SAIDI)											
Sr. No.	Sr. No. Month Ni = Number of Consumers who experienced a sustained interruption on i th feeder. Nt=Total number of Consumers of the distribution Licensees area. Sum. (Ri*Ni) for all feeders excluding agri. Feeders)											
1	2	3	4	5	6	7						
1	Oct-22	6747	9.59	197956	64704	0.33						
2	Nov-22	6668	13.75	200777	91685	0.46						
3	3 Dec-22 5471 14.53 201253 79494 0.39											
	Total	18886	12.62	599986	238404	0.40						

	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-22	6747	6747	197956	0.034							
2	Nov-22	6668	6668	200777	0.033							
3	3 Dec-22 5		5471	201253	0.027							
	Total	18886	6295	199995	0.03							

	3) Customer Average Interruption Duration Index (CAIDI)									
Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI						
1	2	3	4	5						
1	Oct-22	0.33	0.03	9.59						
2	Nov-22	0.46	0.03	13.75						
3	Dec-22	0.39	0.03	14.53						
	Total	0.40	0.03	12.62						

	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)							
1	2	3	4	5	6							
1	Oct-22	20	14.05	281	14.05							
2	Nov-22	3	21.67	65.01	21.67							
3	Dec-22	7	21.00	147.00	21.00							
	Total	30	18.91	493	16.43							