

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	
11	Underground Cable fault/Bus Riser Fault	Urban	0	3995	3995	3931	64	3995	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	0	0	0	0	0	0	0	
12	Transformer and Associated Switchgear Failure	Urban	0	1	1	1	0	1	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	0	0	0	0	0	0	
14	Replacement of Faulty Meter	Urban	0	34	34	34	0	34	0	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	235	235	235	0	235	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones								
a	About electricity bills regarding non receipt of bill or inadequate time for	All Zones	0	706	706	706	0	706	0	
b	In case of other complaints	All Zones	0	0	0	0	0	0	0	
17	Quality of Supply*									
a	11kV Supply Variation	Urban	0	0	0	0	0	0	0	
b	Long term flicker severity	Urban	0	0	0	0	0	0	0	
c	Unbalance Voltage	Urban	0	0	0	0	0	0	0	
d	Number of Voltage Dips	Urban	0	11	11	11	0	11	0	
e	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. 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	136	2640	2776	2403	373

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	Jan-22	5997	22.10	174309	132533.7	0.76
2	Feb-22	6578	15.02	175623	98801.56	0.56
3	Mar-22	3517	16.21	177151	57010.57	0.32
	Total	5364.00	17.78	175694.33	95354.04	0.54

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	Jan-22	5997	5997	174309	0.034
2	Feb-22	6578	6578	175623	0.037
3	Mar-22	3517	3517	177151	0.020
	Total	5364	5364	175694	0.031

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jan-22	0.76	0.03	22.10
2	Feb-22	0.56	0.04	15.02
3	Mar-22	0.32	0.02	16.21
	Total	0.54	0.03	17.78

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	Jan-22	11	45.91	505.01	45.91
2	Feb-22	26	17.62	458.12	17.62
3	Mar-22	3	13.00	39.00	13.00
	Total	13	25.51	340.13	25.51