# SOP Report for Q4\_FY23 - January 2023 to March 2023

# 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	<u> </u>	Total complaints	No.	of complaints addr	essed		
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr.		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	
	augmentation	Rural	0	0	0	0	0	0	0	
2	New connection / add. load where	New Connection	72	49	121	50	0	50	71	
	supply from existing line.	Additional Load	12	7	19	6	0	6	13	
3	New connection / add. Load where	New Connection	8,395	4,452	12,847	6,917	0	6,917	5,930	
3	supply after extension / augmentation.	Additional Load	90	72	162	37	0	37	125	
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	72	38	110	27	0	27	83	
3		Rural	0	0	0	0	0	0	0	
6	Reconnection of supply after payment	Urban	0	12,945	12,945	11,937	1,008	12,945	0	Cases more than stipulated time are Changeover Consumers.
	of dues.	Rural	0	0	0	0	0	0	0	
7	Change of Name	Urban	331	8,721	9,052	8,836	0	8,836	216	
8	Change of category	Urban	8	124	132	95	0	95	37	
9	Fuse off call	Urban	0	2,274	2,274	2,167	107	2,274	0	Cases more than stipulated time are Changeover Consumers.
		Rural	0	0	0	0	0	0	0	
10	Dunch days of Oyes bond Line	Urban	0	1	1	1	0	1	0	
10	Break down of Over head Line	Rural	0	0	0	0	0	0	0	

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			Pending			No. of complaints addressed				
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr.	r. 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	3338	3338	3267	71	3338	0	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	
1	Switchgear Failure	Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2291116	2291116	2290352	764	2291116	0	Estimated Readings due to 1. Meter Cabin Locked - 487 2. Meter Cabin not accessible - 277
14	Replacement of Faulty Meter	Urban	0	23	23	23	0	23	0	
1		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	179	179	179	0	179	0	
13		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	0	278	0	0	278	0	
а	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	277	277	0	277	277	0	
b	In case of other complaints	All Zones	0	1	1	1	0	1	0	
17	Quality of Supply*		0	0	29	29	0	29	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	29	29	29	0	29	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.	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			
No.							(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 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	38	2925	2963	2917	46			

	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.)	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- Performance Report regarding Reliability Indices. 1) System Average Interruption Duration Index (SAIDI) Ni = Number of Consumers who Ri= Restoration Nt=Total number Sum. (Ri\*Ni) for time for each experienced a of Consumers of the all feeders Sr. No. Month SAIDI=(6)/(5)sustained interruption event distribution excluding agri. interruption on i<sup>th</sup> on i<sup>th</sup> feeder Licensees area. Feeders ) feeder. 1 2 3 4 5 6 7 1 Jan-23 3574 14.58 202393 52102 0.26 2 Feb-23 7784 12.82 204591 99791 0.49 3 Mar-23 5267 14.54 201253 76577 0.38 Total 13.98 608237 16625 232401 0.38

	2) System Average Interruption Frequency Index (SAIFI)									
Sr. No.	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	Jan-23	3574	3574	202393	0.018					
2	Feb-23	7784	7784	204591	0.038					
3	Mar-23	5267	5267	201253	0.026					
	Total	16625	5542	202746	0.027					

	3) Customer Average Interruption Duration Index (CAIDI)									
Sr. No. Month		SAIDI	SAIFI	SAIDI / SAIFI						
1	2	3	4	5						
1	Jan-23	0.26	0.02	14.58						
2	Feb-23	0.49	0.04	12.82						
3	3 Mar-23 0.38		0.03	14.54						
	Total	0.38	0.03	13.98						

4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers									
Sr. No.	Ni = Number of Consumers wh Month 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-23	4	24.25	97	24.25				
2	Feb-23	21	14	294	14.00				
3	Mar-23	8	18.00	144.00	18.00				
	Total	33	18.75	535	16.21				