

Standards of Performance Level by the Distribution Licensee
Name of the Distoibution Company- Tata Power - Distribution, Mumbai

Period - April 2021 to June 2021

Sr No	Qtr	SOP Regulation No	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complaints in current Qtr.	No. of Cases/complaints addressed				Pending Complaints End Of the Qtr
							Total Cases / Complaints	within Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
1	Q1 FY22	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	110	3364	3474	3313	0	3313	161
2	Q1 FY22	4.4	Intimation of charges where supply from existing lines	Fifteen (15) days for Class I Cities/Urban Areas and Twenty (20) days for Rural Areas	5	84	89	83	0	83	6
3	Q1 FY22	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/ augmentation.	Thirty (30) days	373	3281	3654	3396	0	3396	258
4	Q1 FY22	4.7	New connection /add. Load where supply from existing line.	One (1) month	22	86	108	85	0	85	23
5	Q1 FY22	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	6421	1831	8252	1947	0	1947	6305
6	Q1 FY22	4.9	New connection / add. Load where supply after commissioning of substation	One (1) year	4145	435	4580	442	0	442	4138
7	Q1 FY22	4.12	Shifting of Meter/Service Line	Seven (7) days for Class I Cities/Urban Areas and Fifteen (15) days for Rural Areas after receipt of necessary	35	7	42	6	0	6	36

8	Q1 FY22	6.10	Reconnection of supply after payment of dues	Eight (8) hours for Class I cities, Twenty Four (24) hours for Urban areas and Two (2) days for Rural areas	0	4764	4764	4677	87	4764	0
9	Q1 FY22	4.13	Change Of Name	Second billing cycle	788	6233	7021	6030	0	6030	991
10	Q1 FY22	4.13	Change of Category	Second billing cycle	12	56	68	64	0	64	4
11	Q1 FY22	5.4 (a)	Complaint of Voltage Variation -Local Fault	within 2 days	0	32	32	32	0	32	0
12	Q1 FY22	5.4 (b)	Complaint of Voltage Variation-Net work	within 10 days	0	0	0	0	0	0	0
13	Q1 FY22	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required	within 120 days	0	0	0	0	0	0	0
14	Q1 FY22	6.1	Fuse off call	Three (3) hours for Class I cities, Four (4) hours for Urban areas and Eighteen (18) hours for Rural areas	0	6088	6088	5847	241	6088	0
15	Q1 FY22	6.2	Break down of Over head line	Four (4) hours for Class I cities, Six (6) hours for Urban areas and Twenty Four (24) hours for Rural areas	0	5	5	4	1	5	0
16	Q1 FY22	6.3	Underground cable fault	Eight (8) hours for Class I cities, Eighteen (18) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	11105	11105	10905	200	11105	0
17	Q1 FY22	6.4	Transformer Failure	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	129	129	129	0	129	0

18	Q1 FY22	7.2	Meter Reading	Once in every two months	0	0	0	0	0	0	0
19	Q1 FY22	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	0	64	64	61	0	61	3
20	Q1 FY22	7.4	Replacement of Burnt Meter	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	318	318	318	0	318	0
21	Q1 FY22	7.6	Billing Complaint	During subsequent billing cycle	0	5	5	5	0	5	0

Annexure- III

Report of action on Faulty Meters (1 Phase/ 3 Phase)

Format for quarterly return to be submitted to the Commission by the Distribution Licensee

Period - April 2021 to June 2021

Sr no.	Name Of Distr. Licensee	ref. to overall standards	Faulty meters at start of quarter	Faulty meters added during quarter	Total Faulty Meters	Meters rectified/ replaced	Faulty meters pending at end of quarter
1	Tata Power	SOP clause 7.3	357	3969	4326	3548	778

Annexure- II

Report Individual complaints where compensation has been paid
Format for quarterly return to be submitted to the Commission by the Distribution Licensee
(MERC, Standards of Performance Regulations, 2014)

Period - April 2021 to June 2021

Sr no.	Complaint No.	Date of filing Complaint	Consumer No.	Name and address of the consumer	Nature of complaint	Reference standard of Performance	Amaount of Compensation (Rs)	Date of Payment of compensation
1	NIL							
2								
3								
4								
5								

Annexure- IV
Performance Report regarding Reliability Indices
Format for quarterly return to be submitted to the Commission by the Distribution Licensee
(MERC, Standards of Performance Regulations, 2014)

(1) System Average Interruption Duration Index (SAIDI)

Period - April 2021 to June 2021

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith 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	Apr-21	17823	14.23	165611	253749	1.532
2	May-21	20878	16.71	166800	348983	2.092
3	Jun-21	5356	15.88	167799	85066	0.506
Total		44057	15.61	167799	687798	4.098

(2) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith 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	Apr-21	17823	17823	165611	0.108
2	May-21	20878	20878	166800	0.125
3	Jun-21	5356	5356	167799	0.032
Total		44057	44057	167799	0.263

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Apr-21	5.527	0.309	17.880
2	May-21	2.092	0.125	16.710
3	Jun-21	0.506	0.032	15.880
Total		4.098	0.263	15.61