Report as submitted by TPC - Distribution



27 January 2022 CFI-LRA-LRA-RGWR-LETR-000315

To,
The Secretary
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No 1, World Trade Centre
Cuffe Parade, Colaba
Mumbai 400 005

Dear Sir,

Sub: Compliance to MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 – Q3 FY 2021-22

This is with reference to the information required to be submitted by the Distribution Licensees as per Maharashtra Electricity Regulatory Commission ((Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 notified on 25th February, 2021.

In compliance with the above, we are hereby submitting the reports for Q3 FY 2021-22 in the prescribed formats as Appendix.

Further, we would like to submit that the quarterly reports in the prescribed formats is also displayed on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

-Sd/-

Swati Mehendale Chief – Regulatory The Tata Power Company Limited

Enclosure: Appendix



SOP Report for Q3_FY22 - October 2021 to December 2021

Annexure III- Standards of Performance Level by the Distribution Licensee

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

	Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee									
	Parameters	Area/Type	Pending	Complaints in current Qtr.	Total complaints	No. o	f complaints add	essed	Pending complaints at end of Qtr.	Remark
Sr. No.			complaint nos. (previous Quarter)			Within Standards of performance	More than stipulated time	Total complaints redressed		
	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	329	4,006	4,335	3,669	0	3,669	666	
	augmentation	Rural	-	-	-	-	-	-	complaints at end of Qtr. i= e-h	
2	New connection / add. load where	New Connection	73	245	318	239	0	239	79	
_	supply from existing line.	Additional Load	72	25	97	25	0	25	72	
3	New connection / add. Load where	New Connection	11,013	4,664	15,677	3,684	0	3,684	11,993	
	supply after extension / augmentation.	Additional Load	3	72	75	14	0	14	complaints at end of Qtr. i= e-h 666 79 72 11,993 61 0 59 0 745 20 0 0 0 0 0 0 0 0 0 0 0	
4	New connection / add. Load where supply after commissioning of substation.	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	33	26	59	0	0	0	59	
3	Siliting of Weter / Service Line	Rural	0	0	0	0	0	0	0	
6	Reconnection of supply after payment of dues.	Urban	0	7445	7,445	7137	308	7,445	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	
7	Change of Name	Urban	937	8525	9,462	8717	0	8,717	745	
8	Change of category	Urban	4	32	36	16	0	16	20	
9	Fuse off call	Urban	0	3219	3219	3183	36	3219		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	
10	Darah dawa of Own hand line	Urban	0	6	6	6	0	6	0	
10	Break down of Over head Line	Rural	0	0	0	0	0	0	0	



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	Parameters		Pending	Complaints in current Qtr.	Total complaints	No. o	of complaints addr	essed	Dandina	
Sr. No.		Area/Type	complaint nos. (previous Quarter)			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	Fault	Urban	0	5072	5072	5035	37	5072	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	10	10	10	0	10	0	
12		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	0	0	0	0	0	0	
	Replacement of Faulty Meter	Urban	1	48	49	49	0	49	0	
14		Rural	-	0	0	0	0	0	0	
45	Replacement of Burnt Meter	Urban	0	216	216	216	0	216	0	
15		Rural	-	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	3	3	3	0	3	0	
17	Quality of Supply*			-		-		_		

^{* -} The Quality of Supply in line with Regulation 22 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 will be monitored after the installation of Quality Meters.

	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/Automati	Consumer No	Name and address of	Nature of	Reference Standard of	Amount of Compensation	Date of payment of Compensation			
No.	Complaint No	c 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									
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	1244	3412	4656	4520	136			

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 Connectionsrele asedduring 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					