

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



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	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	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	0	0	0	0	0	0	
14	Replacement of Faulty Meter	Urban	1	48	49	49	0	49	0	
		Rural	-	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	216	216	216	0	216	0	
		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. No.	Complaint No	Date of Filing Complaint/Automati c 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	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 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