

Report as submitted by
TPC - Distribution



21 April 2023

CFI-LRA-LRA-RGWR-LETR-000699

To,

Electricity Ombudsman office
107, 108 Arcadia, NCPA Marg,
Nariman Point, Mumbai 400 021

Dear Sir,

**Sub: Quarterly Report of Internal complaint redressal system (ICRS) for the period
January 2023 to March 2023**

*Ref: Maharashtra Electricity Regulatory Commission (Consumer Grievance
Redressal Forum & Electricity Ombudsman) Regulations, 2020 dated 21st September 2020*

This is with reference to the subject matter regarding information required to be submitted by the Distribution Licensees under Regulation 3.6 and 3.11 (h) of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020.

In compliance with the regulation 3.6, we have already submitted the Internal Procedure for Consumer Grievance Redressal vide our letter No. CFI-LRA-LRA-RGWR-LETR-000249 dated 28th October 2021 and the same is also uploaded on the website of Tata Power-Distribution.

In compliance with the regulation 3.11 (h), we are submitting the quarterly Internal complaint redressal system (ICRS) report for the period from January 2023 to March 2023. (Refer **Annexure 1**)

Trust this satisfies the requirement.

Thanking you,

S R Mehendale
21/4/23

S R Mehendale
Chief – Regulatory
The Tata Power Company Limited
Encl: Annexure 1

TATA POWER
The Tata Power Company Limited

Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021
Tel 91 22 6717 2947

Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001
CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com

Annexure 1

Internal Consumer Redressal System (ICRS) Report – January 2023 to March 2023

Summary of grievances redressal report period - January 2023 to March 2023									
No. of grievances pending on start date	No. of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed				Total No. of grievances redressed during the period
					Within 15 Net working days along with TPC leaves	Beyond 15 Net working days along with TPC leaves	Within 60 net working days along with TPC leaves	Beyond 60 net working days along with TPC leaves	
(A) Pending cases c/f from last month 142	(B) New request logged in current month 19824	C = (A+B) 19966	(D) Total Rejected request till month end 0	E = (C-D) 19966	F 19771	G 12	H 0	I 0	J = (F+G+H+I) 19783

Nature of Grievances redressed					Consumer category-wise complaints (Nos)			
Nature of Complaint	Filed (Nos)	Redressed (Nos)	Pending (Nos)	Total (Nos)	Category of Grievance	Filed	Redressed	Pending
Non Supply	17753	17590	163	17753	Residential	18383	18211	172
Disconnection of Supply	1465	1465	0	1465	Commercial	1348	1339	9
Billing related	491	474	17	491	Industrial	203	201	2
Meter related issue	210	209	1	210	Others	32	32	0
Other Issue	47	45	2	47	Total	19966	19783	183
TOTAL	19966	19783	183	19966				



Annexure-VII

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 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	Feb-23	2	16.00	204591	32	0.00
2	Feb-23	1	10.00	204591	10	0.00
3	Feb-23	253	15.00	204591	3795	0.17
4	Feb-23	55	31.00	204591	1705	0.08
5	Feb-23	1316	12.24	204591	16114	0.28
6	Feb-23	1545	9.00	204591	13905	0.29
7	Feb-23	1662	13.84	204591	23010	0.47
8	Feb-23	44	11.00	204591	484	0.03
9	Feb-23	1	25.00	204591	25	0.00
10	Feb-23	675	12.07	204591	8150	0.52
11	Feb-23	682	24.41	204591	16647	0.34
12	Feb-23	14	9.00	204591	126	0.00
13	Feb-23	24	38.75	204591	930	0.04
14	Feb-23	475	7.36	204591	3498	0.22
15	Feb-23	78	11.00	204591	858	0.01
16	Feb-23	125	17.09	204591	2136	0.14
17	Feb-23	154	10.00	204591	1540	0.03
18	Feb-23	77	9.78	204591	753	0.02
19	Feb-23	14	12.00	204591	168	0.01
20	Feb-23	2	10.00	204591	20	0.00
21	Feb-23	196	11.99	204591	2351	0.11
22	Feb-23	389	9.07	204591	3529	0.07
Total February 2023		7784	12.81	204591	99786	0.487
YTD FY-23		89224	13.37	204591	1193210	5.832



Annexure-VII

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

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	Feb-23	2	2	204591	0.00
2	Feb-23	1	1	204591	0.00
3	Feb-23	253	253	204591	0.01
4	Feb-23	55	55	204591	0.00
5	Feb-23	1316	1316	204591	0.02
6	Feb-23	1545	1545	204591	0.03
7	Feb-23	1662	1662	204591	0.03
8	Feb-23	44	44	204591	0.00
9	Feb-23	1	1	204591	0.00
10	Feb-23	675	675	204591	0.04
11	Feb-23	682	682	204591	0.01
12	Feb-23	14	14	204591	0.00
13	Feb-23	24	24	204591	0.00
14	Feb-23	475	475	204591	0.03
15	Feb-23	78	78	204591	0.00
16	Feb-23	125	125	204591	0.01
17	Feb-23	154	154	204591	0.00
18	Feb-23	77	77	204591	0.00
19	Feb-23	14	14	204591	0.00
20	Feb-23	2	2	204591	0.00
21	Feb-23	196	196	204591	0.01
22	Feb-23	389	389	204591	0.01
Total February 2023		7784	7784	204591	0.038
YTD FY-23		89224	89224	204591	0.436



Annexure-VII

Performance Report regarding Reliability Indices
 (3) Customer Average Interruption Duration Index (CAIDI)
 (Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of
 Distribution Licensees including Power Quality) Regulations, 2021)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Feb-23	0.00	0.00	16.00
2	Feb-23	0.00	0.00	10.00
3	Feb-23	0.17	0.01	15.00
4	Feb-23	0.08	0.00	31.00
5	Feb-23	0.28	0.02	12.24
6	Feb-23	0.29	0.03	9.00
7	Feb-23	0.47	0.03	13.84
8	Feb-23	0.03	0.00	11.00
9	Feb-23	0.00	0.00	25.00
10	Feb-23	0.52	0.04	12.07
11	Feb-23	0.34	0.01	24.41
12	Feb-23	0.00	0.00	9.00
13	Feb-23	0.04	0.00	38.75
14	Feb-23	0.22	0.03	7.36
15	Feb-23	0.01	0.00	11.00
16	Feb-23	0.14	0.01	17.09
17	Feb-23	0.03	0.00	10.00
18	Feb-23	0.02	0.00	9.78
19	Feb-23	0.01	0.00	12.00
20	Feb-23	0.00	0.00	10.00
21	Feb-23	0.11	0.01	11.99
22	Feb-23	0.07	0.01	9.07
Total February 2023		0.487	0.038	12.81
YTD FY-23		5.832	0.436	13.37



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Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 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	Jan-23	829	12.61	202393	10454	0.18
2	Jan-23	2	10.00	202393	20	0.00
3	Jan-23	172	13.02	202393	2239	0.05
4	Jan-23	29	15.00	202393	435	0.01
5	Jan-23	93	12.58	202393	1170	0.02
6	Jan-23	1	17.00	202393	17	0.00
7	Jan-23	274	8.00	202393	2192	0.04
8	Jan-23	185	9.00	202393	1665	0.08
9	Jan-23	875	14.90	202393	13037	0.23
10	Jan-23	172	9.95	202393	1711	0.03
11	Jan-23	123	18.00	202393	2214	0.14
12	Jan-23	265	33.36	202393	8840	0.77
13	Jan-23	124	12.74	202393	1580	0.07
14	Jan-23	278	11.00	202393	3058	0.05
15	Jan-23	123	24.92	202393	3065	0.20
16	Jan-23	29	14.00	202393	406	0.01
Total January 2023		3574	14.57	202393	52103	0.26
YTD FY-23		81440	13.42	202393	1093424	5.40



Annexure-VII

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021)

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	Jan-23	829	829	202393	0.01
2	Jan-23	2	2	202393	0.00
3	Jan-23	172	172	202393	0.00
4	Jan-23	29	29	202393	0.00
5	Jan-23	93	93	202393	0.00
6	Jan-23	1	1	202393	0.00
7	Jan-23	274	274	202393	0.00
8	Jan-23	185	185	202393	0.01
9	Jan-23	875	875	202393	0.02
10	Jan-23	172	172	202393	0.00
11	Jan-23	123	123	202393	0.01
12	Jan-23	265	265	202393	0.02
13	Jan-23	124	124	202393	0.01
14	Jan-23	278	278	202393	0.00
15	Jan-23	123	123	202393	0.01
16	Jan-23	29	29	202393	0.00
Total January 2023		3574	3574	202393	0.02
YTD FY-23		81440	81440	202393	0.40



Annexure-VII

Performance Report regarding Reliability Indices
(3) Customer Average Interruption Duration Index (CAIDI)
(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of
Distribution Licensees including Power Quality) Regulations, 2021)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jan-23	0.18	0.01	12.61
2	Jan-23	0.00	0.00	10.00
3	Jan-23	0.05	0.00	13.02
4	Jan-23	0.01	0.00	15.00
5	Jan-23	0.02	0.00	12.58
6	Jan-23	0.00	0.00	17.00
7	Jan-23	0.04	0.00	8.00
8	Jan-23	0.08	0.01	9.00
9	Jan-23	0.23	0.02	14.90
10	Jan-23	0.03	0.00	9.95
11	Jan-23	0.14	0.01	18.00
12	Jan-23	0.77	0.02	33.36
13	Jan-23	0.07	0.01	12.74
14	Jan-23	0.05	0.00	11.00
15	Jan-23	0.20	0.01	24.92
16	Jan-23	0.01	0.00	14.00
Total January 2023		0.26	0.02	14.57
YTD FY-23		5.40	0.40	13.42



Annexure-VII

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 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	Mar-23	119	10.00	205955	1190	0.08
2	Mar-23	1	11.00	205955	11	0.00
3	Mar-23	261	11.75	205955	3067	0.19
4	Mar-23	2074	17.00	205955	35248	0.60
5	Mar-23	325	12.00	205955	3900	0.25
6	Mar-23	2	12.00	205955	24	0.00
7	Mar-23	267	8.91	205955	2378	0.11
8	Mar-23	123	43.00	205955	5289	0.33
9	Mar-23	22	7.00	205955	154	0.01
10	Mar-23	124	13.000	205955	1612	0.07
11	Mar-23	48	13.00	205955	624	0.01
12	Mar-23	1170	12.00	205955	14040	0.24
13	Mar-23	1	12.00	205955	12	0.00
14	Mar-23	14	14.00	205955	196	0.01
15	Mar-23	251	9.000	205955	2259	0.05
16	Mar-23	92	32.00	205955	2944	0.25
17	Mar-23	76	12.0000	205955	912	0.06
18	Mar-23	232	9.17	205955	2127	0.10
19	Mar-23	65	9.05	205955	588	0.05
Total March 2023		5267	14.53	205955	76575	0.37
YTD FY-23		94491	13.43	205955	1269785	6.17



Annexure-VII

Performance Report regarding Reliability Indices
 (2) System Average Interruption Frequency Index (SAIFI)
 (Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of
 Distribution Licensees including Power Quality) Regulations, 2021)

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	Mar-23	119	119	205955	0.01
2	Mar-23	1	1	205955	0.00
3	Mar-23	261	261	205955	0.02
4	Mar-23	2074	2074	205955	0.04
5	Mar-23	325	325	205955	0.02
6	Mar-23	2	2	205955	0.00
7	Mar-23	267	267	205955	0.01
8	Mar-23	123	123	205955	0.01
9	Mar-23	22	22	205955	0.00
10	Mar-23	124	124	205955	0.01
11	Mar-23	48	48	205955	0.00
12	Mar-23	1170	1170	205955	0.02
13	Mar-23	1	1	205955	0.00
14	Mar-23	14	14	205955	0.00
15	Mar-23	251	251	205955	0.01
16	Mar-23	92	92	205955	0.01
17	Mar-23	76	76	205955	0.00
18	Mar-23	232	232	205955	0.01
19	Mar-23	65	65	205955	0.01
Total March 2023		5267	5267	205955	0.03
YTD FY-23		94491	94491	205955	0.46



Annexure-VII

Performance Report regarding Reliability Indices
(3) Customer Average Interruption Duration Index (CAIDI)
(Regulation 22.12 of MERC, (Electricity Supply Code and Standards of Performance of
Distribution Licensees including Power Quality) Regulations, 2021)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Mar-23	0.08	0.01	10.00
2	Mar-23	0.00	0.00	11.00
3	Mar-23	0.19	0.02	11.75
4	Mar-23	0.60	0.04	17.00
5	Mar-23	0.25	0.02	12.00
6	Mar-23	0.00	0.00	12.00
7	Mar-23	0.11	0.01	8.91
8	Mar-23	0.33	0.01	43.00
9	Mar-23	0.01	0.00	7.00
10	Mar-23	0.07	0.01	13.00
11	Mar-23	0.01	0.00	13.00
12	Mar-23	0.24	0.02	12.00
13	Mar-23	0.00	0.00	12.00
14	Mar-23	0.01	0.00	14.00
15	Mar-23	0.05	0.01	9.00
16	Mar-23	0.25	0.01	32.00
17	Mar-23	0.06	0.00	12.00
18	Mar-23	0.10	0.01	9.17
19	Mar-23	0.05	0.01	9.05
Total March 2023		0.37	0.03	14.53
YTD FY-23		6.17	0.46	13.43

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	3338	3338	3267	71	3338	0	Cases more than stipulated time are Changeover Consumers.
		Rural	0	0	0	0	0	0	0	
12	Transformer and Associated Switchgear Failure	Urban	0	0	0	0	0	0	0	
		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	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	179	179	179	0	179	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	0	278	0	0	278	0	
a	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	
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	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. 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	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 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-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	16625	13.98	608237	232401	0.38

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-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	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.	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-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