

Report as submitted by
TPC - Distribution



28 August 2023
CFI-LRA-LRA-RGWR-LETR-000768

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 – Q1 FY 2023-24**

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 Q1 FY 2023-24 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-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	Apr-23	1832	11.15	210882	20424	0.41
2	Apr-23	69	22.55	210882	1556	0.07
3	Apr-23	50	10.00	210882	500	0.01
4	Apr-23	33	7.00	210882	231	0.00
5	Apr-23	1	9.00	210882	9	0.00
6	Apr-23	375	18.64	210882	6990	0.31
7	Apr-23	1	10.00	210882	10	0.00
8	Apr-23	55	37.22	210882	2047	0.09
9	Apr-23	379	10.22	210882	3872	0.08
10	Apr-23	830	8.73	210882	7244	0.12
11	Apr-23	185	29.00	210882	5365	0.45
12	Apr-23	3970	17.70	210882	70273	1.41
13	Apr-23	488	12.98	210882	6333	0.40
14	Apr-23	27	12.00	210882	324	0.01
15	Apr-23	79	11.00	210882	869	0.02
16	Apr-23	201	13.00	210882	2613	0.04
17	Apr-23	137	10.96	210882	1502	0.03
18	Apr-23	510	13.73	210882	7000	0.31
19	Apr-23	137	40.93	210882	5608	0.25
20	Apr-23	1	22.00	210882	22	0.00
21	Apr-23	1	12.00	210882	12	0.00
22	Apr-23	752	16.39	210882	12327	0.55
23	Apr-23	44	8.00	210882	352	0.02
24	Apr-23	140	8.00	210882	1120	0.09
25	Apr-23	120	18.00	210882	2160	0.04
26	Apr-23	78	13.00	210882	1014	0.02
27	Apr-23	185	20.00	210882	3700	0.31
28	Apr-23	1	20.00	210882	20	0.00
Total April 2023		10681	15.30	210882	163497	0.78
YTD FY-23		10681	15.30	210882	163497	0.78



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	Apr-23	1832	1832	210882	0.04
2	Apr-23	69	69	210882	0.00
3	Apr-23	50	50	210882	0.00
4	Apr-23	33	33	210882	0.00
5	Apr-23	1	1	210882	0.00
6	Apr-23	375	375	210882	0.02
7	Apr-23	1	1	210882	0.10
8	Apr-23	55	55	210882	0.00
9	Apr-23	379	379	210882	0.01
10	Apr-23	830	830	210882	0.01
11	Apr-23	185	185	210882	0.02
12	Apr-23	3970	3970	210882	0.08
13	Apr-23	488	488	210882	0.03
14	Apr-23	27	27	210882	0.00
15	Apr-23	79	79	210882	0.00
16	Apr-23	201	201	210882	0.00
17	Apr-23	137	137	210882	0.00
18	Apr-23	510	510	210882	0.02
19	Apr-23	137	137	210882	0.01
20	Apr-23	1	1	210882	0.00
21	Apr-23	1	1	210882	0.00
22	Apr-23	752	752	210882	0.03
23	Apr-23	44	44	210882	0.00
24	Apr-23	140	140	210882	0.01
25	Apr-23	120	120	210882	0.00
26	Apr-23	78	78	210882	0.00
27	Apr-23	185	185	210882	0.02
28	Apr-23	1	1	210882	0.00
Total April 2023		10681	10681	210882	0.05
YTD FY-23		10681	10681	210882	0.05



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	Apr-23	0.41	0.04	11.15
2	Apr-23	0.07	0.00	22.55
3	Apr-23	0.01	0.00	10.00
4	Apr-23	0.00	0.00	7.00
5	Apr-23	0.00	0.00	9.00
6	Apr-23	0.31	0.02	18.64
7	Apr-23	0.00	0.10	10.00
8	Apr-23	0.09	0.00	37.22
9	Apr-23	0.08	0.01	10.22
10	Apr-23	0.12	0.01	8.73
11	Apr-23	0.45	0.02	29.00
12	Apr-23	1.41	0.08	17.70
13	Apr-23	0.40	0.03	12.98
14	Apr-23	0.01	0.00	12.00
15	Apr-23	0.02	0.00	11.00
16	Apr-23	0.04	0.00	13.00
17	Apr-23	0.03	0.00	10.96
18	Apr-23	0.31	0.02	13.73
19	Apr-23	0.25	0.01	40.93
20	Apr-23	0.00	0.00	22.00
21	Apr-23	0.00	0.00	12.00
22	Apr-23	0.55	0.03	16.39
23	Apr-23	0.02	0.00	8.00
24	Apr-23	0.09	0.01	8.00
25	Apr-23	0.04	0.00	18.00
26	Apr-23	0.02	0.00	13.00
27	Apr-23	0.31	0.02	20.00
28	Apr-23	0.00	0.00	20.00
Total April 2023		0.78	0.05	15.30
YTD FY-23		0.78	0.05	15.30



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	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	Jun-23	17	14.24	212500	242.00	0.01
2	Jun-23	1	13.00	212500	13.00	0.00
3	Jun-23	494	11.50	212500	5682.00	0.11
4	Jun-23	1	28.00	212500	28.00	0.00
5	Jun-23	47	8.00	212500	376.00	0.01
6	Jun-23	1	15.00	212500	15.00	0.00
7	Jun-23	58	10.00	212500	580.00	0.01
8	Jun-23	1	13.00	212500	13.00	0.00
9	Jun-23	2	44.00	212500	88.00	0.00
10	Jun-23	51	9.00	212500	459.00	0.01
11	Jun-23	90	10.01	212500	901.00	0.06
12	Jun-23	2	8.00	212500	16.00	0.00
13	Jun-23	1	0.00	212500	0.00	0.00
14	Jun-23	3	0.00	212500	0.00	0.00
15	Jun-23	1	17.00	212500	17.00	0.00
16	Jun-23	4	12.00	212500	48.00	0.00
17	Jun-23	1017	7.50	212500	7623.00	0.34
18	Jun-23	184	11.60	212500	2134.00	0.04
19	Jun-23	69	23.26	212500	1605.00	0.07
20	Jun-23	193	10.00	212500	1930.00	0.03
21	Jun-23	142	21.30	212500	3025.00	0.25
Total June 2023		2379	10.42	212500	24795.00	0.12
YTD FY-24		19698	15.22	212500	299830.00	1.41



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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	Jun-23	17	17	212500	0.001
2	Jun-23	1	1	212500	0.000
3	Jun-23	494	494	212500	0.010
4	Jun-23	1	1	212500	0.000
5	Jun-23	47	47	212500	0.001
6	Jun-23	1	1	212500	0.000
7	Jun-23	58	58	212500	0.001
8	Jun-23	1	1	212500	0.000
9	Jun-23	2	2	212500	0.000
10	Jun-23	51	51	212500	0.001
11	Jun-23	90	90	212500	0.006
12	Jun-23	2	2	212500	0.000
13	Jun-23	1	1	212500	0.000
14	Jun-23	3	3	212500	0.000
15	Jun-23	1	1	212500	0.000
16	Jun-23	4	4	212500	0.000
17	Jun-23	1017	1017	212500	0.045
18	Jun-23	184	184	212500	0.004
19	Jun-23	69	69	212500	0.003
20	Jun-23	193	193	212500	0.003
21	Jun-23	142	142	212500	0.012
Total June 2023		2379	2379	212500	0.011
YTD FY-24		19698	19698	212500	0.093



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	Jun-23	0.01	0.00	14.24
2	Jun-23	0.00	0.00	13.00
3	Jun-23	0.11	0.01	11.50
4	Jun-23	0.00	0.00	28.00
5	Jun-23	0.01	0.00	8.00
6	Jun-23	0.00	0.00	15.00
7	Jun-23	0.01	0.00	10.00
8	Jun-23	0.00	0.00	13.00
9	Jun-23	0.00	0.00	44.00
10	Jun-23	0.01	0.00	9.00
11	Jun-23	0.06	0.01	10.01
12	Jun-23	0.00	0.00	8.00
13	Jun-23	0.00	0.00	0.00
14	Jun-23	0.00	0.00	0.00
15	Jun-23	0.00	0.00	17.00
16	Jun-23	0.00	0.00	12.00
17	Jun-23	0.34	0.05	7.50
18	Jun-23	0.04	0.00	11.60
19	Jun-23	0.07	0.00	23.26
20	Jun-23	0.03	0.00	10.00
21	Jun-23	0.25	0.01	21.30
Total June 2023		0.12	0.01	10.42
YTD FY-24		1.41	0.09	15.22



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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	May-23	501	9.47	211685	4744.47	0.02
2	May-23	211	9.57	211685	2019.27	0.01
3	May-23	129	11.31	211685	1458.99	0.01
4	May-23	78	16.49	211685	1286.22	0.01
5	May-23	78	10.00	211685	780.00	0.00
6	May-23	66	10.15	211685	669.90	0.00
7	May-23	107	9.00	211685	963.00	0.00
8	May-23	6	14.00	211685	84.00	0.00
9	May-23	37	15.83	211685	585.71	0.00
10	May-23	4	13.75	211685	55.00	0.00
11	May-23	1	25.00	211685	25.00	0.00
12	May-23	1	24.00	211685	24.00	0.00
13	May-23	137	18.97	211685	2598.89	0.01
14	May-23	170	14.00	211685	2380.00	0.01
15	May-23	1972	23.70	211685	46736.40	0.22
16	May-23	160	12.00	211685	1920.00	0.01
17	May-23	490	18.81	211685	9216.90	0.04
18	May-23	4	35.00	211685	140.00	0.00
19	May-23	117	14.00	211685	1638.00	0.01
20	May-23	360	7.96	211685	2865.60	0.01
21	May-23	398	12.72	211685	5062.56	0.02
22	May-23	2	34.00	211685	68.00	0.00
23	May-23	339	40.40	211685	13695.60	0.06
24	May-23	66	8.25	211685	544.50	0.00
25	May-23	377	9.28	211685	3498.56	0.02
26	May-23	21	19.57	211685	410.97	0.00
27	May-23	377	8.96	211685	3377.92	0.02
28	May-23	7	9.00	211685	63.00	0.00
29	May-23	422	10.94	211685	4616.68	0.02
Total May 2023		6638	16.80	211685	111538	0.53
YTD FY-24		17319	15.88	211685	275035	1.30



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	May-23	501	501	211685	0.002
2	May-23	211	211	211685	0.001
3	May-23	129	129	211685	0.001
4	May-23	78	78	211685	0.000
5	May-23	78	78	211685	0.000
6	May-23	66	66	211685	0.000
7	May-23	107	107	211685	0.001
8	May-23	6	6	211685	0.000
9	May-23	37	37	211685	0.000
10	May-23	4	4	211685	0.000
11	May-23	1	1	211685	0.000
12	May-23	1	1	211685	0.000
13	May-23	137	137	211685	0.001
14	May-23	170	170	211685	0.001
15	May-23	1972	1972	211685	0.009
16	May-23	160	160	211685	0.001
17	May-23	490	490	211685	0.002
18	May-23	4	4	211685	0.000
19	May-23	117	117	211685	0.001
20	May-23	360	360	211685	0.002
21	May-23	398	398	211685	0.002
22	May-23	2	2	211685	0.000
23	May-23	339	339	211685	0.002
24	May-23	66	66	211685	0.000
25	May-23	377	377	211685	0.002
26	May-23	21	21	211685	0.000
27	May-23	377	377	211685	0.002
28	May-23	7	7	211685	0.000
29	May-23	422	422	211685	0.002
Total May 2023		6638	6638	211685	0.0314
YTD FY-24		17319	17319	211685	0.0818



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	May-23	0.02	0.00	9.47
2	May-23	0.01	0.00	9.57
3	May-23	0.01	0.00	11.31
4	May-23	0.01	0.00	16.49
5	May-23	0.00	0.00	10.00
6	May-23	0.00	0.00	10.15
7	May-23	0.00	0.00	9.00
8	May-23	0.00	0.00	14.00
9	May-23	0.00	0.00	15.83
10	May-23	0.00	0.00	13.75
11	May-23	0.00	0.00	25.00
12	May-23	0.00	0.00	24.00
13	May-23	0.01	0.00	18.97
14	May-23	0.01	0.00	14.00
15	May-23	0.22	0.01	23.70
16	May-23	0.01	0.00	12.00
17	May-23	0.04	0.00	18.81
18	May-23	0.00	0.00	35.00
19	May-23	0.01	0.00	14.00
20	May-23	0.01	0.00	7.96
21	May-23	0.02	0.00	12.72
22	May-23	0.00	0.00	34.00
23	May-23	0.06	0.00	40.40
24	May-23	0.00	0.00	8.25
25	May-23	0.02	0.00	9.28
26	May-23	0.00	0.00	19.57
27	May-23	0.02	0.00	8.96
28	May-23	0.00	0.00	9.00
29	May-23	0.02	0.00	10.94
Total May 2023		0.527	0.0314	16.80
YTD FY-24		1.299	0.0818	15.88

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