

Report as submitted by  
TPC - Distribution



3 November 2022  
CFI-LRA-LRA-RGWR-LETR-000538

To,  
The Secretary  
Maharashtra Electricity Regulatory Commission  
13<sup>th</sup> 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 – Q2 FY 2022-23**

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 25<sup>th</sup> February, 2021.

In compliance with the above, we are hereby submitting the reports for Q2 FY 2022-23 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,

*Swati Mehendale*  
*3/11/22*

**Swati Mehendale**  
**Chief – Regulatory**  
**The Tata Power Company Limited**

**Enclosure: Appendix**

**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 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	6147	6147	5950	197	6147	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	67	67	67	0	67	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2271289	2271289	2270620	669	2271289	0	Estimated Readings due to 1. Meter Cabin Locked - 490 2. Meter Cabin not accessible - 179
14	Replacement of Faulty Meter	Urban	0	30	30	30	0	30	0	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	232	232	232	0	232	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	0	565	0	0	565	0	
a	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	565	565	565	0	565	0	
b	In case of other complaints	All Zones	0	0	0	0	0	0	0	
17	Quality of Supply*		0	0	32	0	0	32	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	32	32	32	0	32	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	566	5354	5920	4768	1152

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 <sup>th</sup> feeder.	Ri= Restoration time for each interruption event on i <sup>th</sup> 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	Jul-22	3056	16.18	193204	49446	0.26
2	Aug-22	4601	21.69	194683	99796	0.51
3	Sep-22	8242	15.37	196216	126680	0.65
	Total	5300	17.75	194701	94051	0.48

**2) System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i <sup>th</sup> 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	Jul-22	3056	3056	193204	0.02
2	Aug-22	4601	4601	194683	0.02
3	Sep-22	8242	8242	196216	0.04
	Total	5300	5300	194701	0.03

**3) Customer Average Interruption Duration Index (CAIDI)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-22	0.26	0.02	16.18
2	Aug-22	0.51	0.02	21.69
3	Sep-22	0.65	0.04	15.37
	Total	0.48	0.03	17.75

**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	Jul-22	5	24.8	124	24.80
2	Aug-22	10	26.7	267	26.70
3	Sep-22	6	25.00	150.00	25.00
	Total	7	25.50	178.50	25.50



### 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	Aug-22	78	14.00	194683	1092	0.02
2	Aug-22	5	6.00	194683	30	0.00
3	Aug-22	186	12.32	194683	2292	0.04
4	Aug-22	75	12.03	194683	902	0.02
5	Aug-22	3	14.67	194683	44	0.00
6	Aug-22	1	0.00	194683	0	0.00
7	Aug-22	597	6.88	194683	4110	0.37
8	Aug-22	442	11.10	194683	4907	0.22
9	Aug-22	186	11.99	194683	2230	0.05
10	Aug-22	19	17.00	194683	323	0.01
11	Aug-22	385	21.00	194683	8085	0.17
12	Aug-22	1457	42.41	194683	61785	1.31
13	Aug-22	6	15.00	194683	90	0.01
14	Aug-22	9	13.00	194683	117	0.01
15	Aug-22	489	8.86	194683	4331	0.29
16	Aug-22	297	12.09	194683	3591	0.07
17	Aug-22	204	10.90	194683	2223	0.10
18	Aug-22	4	13.00	194683	52	0.00
19	Aug-22	104	12.00	194683	1248	0.06
20	Aug-22	54	43.33	194683	2340	0.21
	<b>Total August 2022</b>	<b>4601</b>	<b>21.68</b>	<b>194683</b>	<b>99792</b>	<b>0.51</b>
	<b>YTD FY-22</b>	<b>50738</b>	<b>13.37</b>	<b>194683</b>	<b>678715</b>	<b>3.49</b>



**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	Aug-22	78	78	194683	0.00
2	Aug-22	5	5	194683	0.00
3	Aug-22	186	186	194683	0.00
4	Aug-22	75	75	194683	0.00
5	Aug-22	3	3	194683	0.00
6	Aug-22	1	1	194683	0.00
7	Aug-22	597	597	194683	0.05
8	Aug-22	442	442	194683	0.02
9	Aug-22	186	186	194683	0.00
10	Aug-22	19	19	194683	0.00
11	Aug-22	385	385	194683	0.01
12	Aug-22	1457	1457	194683	0.03
13	Aug-22	6	6	194683	0.00
14	Aug-22	9	9	194683	0.00
15	Aug-22	489	489	194683	0.03
16	Aug-22	297	297	194683	0.01
17	Aug-22	204	204	194683	0.01
18	Aug-22	4	4	194683	0.00
19	Aug-22	104	104	194683	0.00
20	Aug-22	54	54	194683	0.00
	<b>Total August 2022</b>	<b>4601</b>	<b>4601</b>	<b>194683</b>	<b>0.02</b>
	<b>YTD FY-22</b>	<b>50738</b>	<b>50738</b>	<b>194683</b>	<b>0.26</b>





**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	Aug-22	0.02	0.00	14.00
2	Aug-22	0.00	0.00	6.00
3	Aug-22	0.04	0.00	12.32
4	Aug-22	0.02	0.00	12.03
5	Aug-22	0.00	0.00	14.67
6	Aug-22	0.00	0.00	0.00
7	Aug-22	0.37	0.05	6.88
8	Aug-22	0.22	0.02	11.10
9	Aug-22	0.05	0.00	11.99
10	Aug-22	0.01	0.00	17.00
11	Aug-22	0.17	0.01	21.00
12	Aug-22	1.31	0.03	42.41
13	Aug-22	0.01	0.00	15.00
14	Aug-22	0.01	0.00	13.00
15	Aug-22	0.29	0.03	8.86
16	Aug-22	0.07	0.01	12.09
17	Aug-22	0.10	0.01	10.90
18	Aug-22	0.00	0.00	13.00
19	Aug-22	0.06	0.00	12.00
20	Aug-22	0.21	0.00	43.33
	<b>Total August 2022</b>	<b>0.51</b>	<b>0.02</b>	<b>21.68</b>
	<b>YTD FY-22</b>	<b>3.49</b>	<b>0.26</b>	<b>13.37</b>



### 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	Jul-22	21	39.57	193205	831	0.02
2	Jul-22	196	17.00	193205	3332	0.15
3	Jul-22	142	12.96	193205	1840	0.13
4	Jul-22	418	9.67	193205	4044	0.28
5	Jul-22	142	57.00	193205	8094	0.73
6	Jul-22	408	16.80	193205	6856	0.47
7	Jul-22	703	15.01	193205	10549	0.72
8	Jul-22	259	9.10	193205	2356	0.05
9	Jul-22	6	28.17	193205	169	0.01
10	Jul-22	1	6.00	193205	6	0.00
11	Jul-22	259	9.11	193205	2359	0.11
12	Jul-22	501	18.00	193205	9018	0.19
	Total July 2022	3056	16.18	193205	49454	0.26
	YTD FY-22	46137	12.54	193205	578923	3.00



**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	
1	Jul-22	21	21	193205	0.00
2	Jul-22	196	196	193205	0.01
3	Jul-22	142	142	193205	0.01
4	Jul-22	418	418	193205	0.03
5	Jul-22	142	142	193205	0.01
6	Jul-22	408	408	193205	0.03
7	Jul-22	703	703	193205	0.05
8	Jul-22	259	259	193205	0.01
9	Jul-22	6	6	193205	0.00
10	Jul-22	1	1	193205	0.00
11	Jul-22	259	259	193205	0.01
12	Jul-22	501	501	193205	0.01
	Total July 2022	3056	3056	193205	0.02
	YTD FY-22	46137	46137	193205	0.24



**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	Jul-22	0.02	0.00	39.57
2	Jul-22	0.15	0.01	17.00
3	Jul-22	0.13	0.01	12.96
4	Jul-22	0.28	0.03	9.67
5	Jul-22	0.73	0.01	57.00
6	Jul-22	0.47	0.03	16.80
7	Jul-22	0.72	0.05	15.01
8	Jul-22	0.05	0.01	9.10
9	Jul-22	0.01	0.00	28.17
10	Jul-22	0.00	0.00	6.00
11	Jul-22	0.11	0.01	9.11
12	Jul-22	0.19	0.01	18.00
	Total July 2022	0.26	0.02	16.18
	YTD FY-22	3.00	0.24	12.54



### 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	Sep-22	80	10.48	196216	838	0.04
2	Sep-22	1944	9.99	196216	19430	0.41
3	Sep-22	54	43.98	196216	2375	0.21
4	Sep-22	300	15.00	196216	4500	0.30
5	Sep-22	179	14.03	196216	2511	0.17
6	Sep-22	2334	15.59	196216	36379	0.76
7	Sep-22	418	13.99	196216	5847	0.40
8	Sep-22	470	20.00	196216	9400	0.20
9	Sep-22	2406	18.59	196216	44719	0.82
10	Sep-22	1	15.00	196216	15	0.00
11	Sep-22	11	9.00	196216	99	0.00
12	Sep-22	42	12.57	196216	528	0.01
13	Sep-22	3	14.00	196216	42	0.00
	<b>Total September 2022</b>	<b>8242</b>	<b>15.37</b>	<b>196216</b>	<b>126683</b>	<b>0.65</b>
	<b>YTD FY-22</b>	<b>58980</b>	<b>13.65</b>	<b>196216</b>	<b>805398</b>	<b>4.10</b>



**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	
1	Sep-22	80	80	196216	0.00
2	Sep-22	1944	1944	196216	0.04
3	Sep-22	54	54	196216	0.00
4	Sep-22	300	300	196216	0.02
5	Sep-22	179	179	196216	0.01
6	Sep-22	2334	2334	196216	0.05
7	Sep-22	418	418	196216	0.03
8	Sep-22	470	470	196216	0.01
9	Sep-22	2406	2406	196216	0.04
10	Sep-22	1	1	196216	0.00
11	Sep-22	11	11	196216	0.00
12	Sep-22	42	42	196216	0.00
13	Sep-22	3	3	196216	0.00
	<b>Total September 2022</b>	<b>8242</b>	<b>8242</b>	<b>196216</b>	<b>0.04</b>
	<b>YTD FY-22</b>	<b>58980</b>	<b>58980</b>	<b>196216</b>	<b>0.30</b>



**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)

<b>Sr. No.</b>	<b>Month</b>	<b>SAIDI</b>	<b>SAIFI</b>	<b>SAIDI/SAIFI</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	Sep-22	0.04	0.00	10.48
2	Sep-22	0.41	0.04	9.99
3	Sep-22	0.21	0.00	43.98
4	Sep-22	0.30	0.02	15.00
5	Sep-22	0.17	0.01	14.03
6	Sep-22	0.76	0.05	15.59
7	Sep-22	0.40	0.03	13.99
8	Sep-22	0.20	0.01	20.00
9	Sep-22	0.82	0.04	18.59
10	Sep-22	0.00	0.00	15.00
11	Sep-22	0.00	0.00	9.00
12	Sep-22	0.01	0.00	12.57
13	Sep-22	0.00	0.00	14.00
	<b>Total September 2022</b>	<b>0.65</b>	<b>0.04</b>	<b>15.37</b>
	<b>YTD FY-22</b>	<b>4.10</b>	<b>0.30</b>	<b>13.65</b>