

Report as submitted by
TPC - Distribution



28th April 2020
CREG/MUM/MERC/2020/146

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, Standards of Performance Regulations, 2014 – Q4 FY 2019-20

This is with reference to the Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 notified on 20th May, 2014.

In compliance with the various clauses of the Regulations, we are hereby submitting the reports for Q4 FY 2019-20, in the prescribed formats with respect to **Annexure I** (Standards of Performance Level for Quarterly Return) along with **Annexure III** (Report of action on Faulty Meters) and **Annexure IV** (Performance regarding Reliability Indices). (Refer **Appendix**)

Please note that as per **Annexure II** i.e. Report of individual Complaints where Compensation has been paid, there was no case where compensation was paid for non-observance of Standards of Performance for this Quarter.

Additionally, we would like to submit that the quarterly reports in the prescribed formats will continued to be put up on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

Sd/-

S R Mehendale
Head- Regulatory (WR)

OFFICE OF THE
MAHARASHTRA ELECTRICITY
REGULATORY COMMISSION
WTC, CUFFE PARADE, MUMBAI - 400 005

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

Appendix**List of Reports as per MERC Standards of Performance Regulations, 2014**

Sr. No	Report	Annexure	Regulation Section
1	New Connection (including Temporary Connection)/Additional Load/ Reduction of Load	Annexure I	4.3 to 4.9
2	Shifting of meters / service lines		4.12
3	Change of name and change of tariff category		4.13
4	Complaints regarding Voltage Variation		5.4 (a) to (c)
5	Restoration of Power Supply		6.1 to 6.4
6	Reconnection of supply following disconnection due to non-payment of bills		6.10
7	Metering		7.2 to 7.4
8	Complaints about Consumer's Bills		7.6
9	Report of individual Complaints where Compensation has been paid	Annexure II	-
9	Action on Faulty Meters (1 Phase / 3 Phase)	Annexure III	-
10	Reliability Indices	Annexure IV	10



Annexure-III

Report of action on Faulty Meters (1 Phase / 3 Phase)
Format for quarterly return to be submitted to the Commission by the Distribution Licensee
(MERC, Standards of Performance Regulations, 2014)

Sr no.	Name Of Distr. Licensee	ref. to overall standards	Faulty meters at start of quarter	Faulty meters added during quarter	Total Faulty Meters	Meters rectified/ replaced	Faulty meters pending at end of quarter
1	Tata Power	SOP clause 7.3	1070	3469	4539	4475	64



Annexure-III

Report of action on Faulty Meters (1 Phase / 3 Phase)
Format for quarterly return to be submitted to the Commission by the Distribution Licensee
(MERC, Standards of Performance Regulations, 2014)

sr no.	Name Of Distr. Licensee	ref. to overall standards	Faulty meters at start of quarter	Faulty meters added during quarter	Total Faulty Meters	Meters rectified/ replaced	Faulty meters pending at end of quarter
1	Tata Power	SOP clause 7.3	64	2584	2648	2457	191



Annexure-IV

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

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-20	1	17.00	151499	17	0.002
2	Feb-20	3	15.00	151499	45	0.005
3	Feb-20	370	14.13	151499	5228	0.263
4	Feb-20	4	98.25	151499	393	0.041
5	Feb-20	273	12.41	151499	3388	0.084
6	Feb-20	54	16.00	151499	864	0.026
7	Feb-20	12	15.00	151499	180	0.020
8	Feb-20	1	16.00	151499	16	0.001
9	Feb-20	763	18.00	151499	13734	0.410
10	Feb-20	4	20.00	151499	80	0.009
11	Feb-20	9	15.56	151499	140	0.007
12	Feb-20	1581	12.28	151499	19412	0.978
13	Feb-20	2	25.00	151499	50	0.005
14	Feb-20	1905	36.90	151499	70297	3.542
15	Feb-20	276	30.18	151499	8330	0.420
16	Feb-20	3468	12.56	151499	43561	1.105
17	Feb-20	1363	9.03	151499	12310	0.307
18	Feb-20	186	20.00	151499	3720	0.392
19	Feb-20	760.00	126.16	151499	95882.00	10.546
20	Feb-20	639	48.68	151499	31106	1.567
21	Feb-20	129	7.00	151499	903	0.095
Total February 2020		11803	26.23	151499	309656	2.040
YTD FY-20		89013	30.19	151499	2688153	17.740



Annexure-IV

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

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-20	1	1	151499	0.000
2	Feb-20	3	3	151499	0.000
3	Feb-20	370	370	151499	0.019
4	Feb-20	4	4	151499	0.000
5	Feb-20	273	273	151499	0.007
6	Feb-20	54	54	151499	0.002
7	Feb-20	12	12	151499	0.001
8	Feb-20	1	1	151499	0.000
9	Feb-20	763	763	151499	0.023
10	Feb-20	4	4	151499	0.000
11	Feb-20	9	9	151499	0.000
12	Feb-20	1581	1581	151499	0.080
13	Feb-20	2	2	151499	0.000
14	Feb-20	1905	1905	151499	0.096
15	Feb-20	276	276	151499	0.014
16	Feb-20	3468	3468	151499	0.088
17	Feb-20	1363	1363	151499	0.034
18	Feb-20	186	186	151499	0.020
19	Feb-20	760.00	760.00	151499	0.084
20	Feb-20	639	639	151499	0.032
21	Feb-20	129	129	151499	0.014
	Total February 2020	11803	11803	151499	0.077
	YTD FY-20	89013	89013	151499	0.588



Annexure-IV

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Feb-20	0.00	0.00	17.00
2	Feb-20	0.00	0.00	15.00
3	Feb-20	0.26	0.02	14.13
4	Feb-20	0.04	0.00	98.25
5	Feb-20	0.08	0.01	12.41
6	Feb-20	0.03	0.00	16.00
7	Feb-20	0.02	0.00	15.00
8	Feb-20	0.00	0.00	16.00
9	Feb-20	0.41	0.02	18.00
10	Feb-20	0.01	0.00	20.00
11	Feb-20	0.01	0.00	15.56
12	Feb-20	0.98	0.08	12.28
13	Feb-20	0.01	0.00	25.00
14	Feb-20	3.54	0.10	36.90
15	Feb-20	0.42	0.01	30.18
16	Feb-20	1.11	0.09	12.56
17	Feb-20	0.31	0.03	9.03
18	Feb-20	0.39	0.02	20.00
19	Feb-20	10.55	0.08	126.16
20	Feb-20	1.57	0.03	48.68
21	Feb-20	0.10	0.01	7.00
Total February 2020		2.04	0.08	26.23
YTD FY-20		17.74	0.59	30.19



Annexure-IV

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

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-20	1	16.00	150080	16	0.00
2	Jan-20	12	10.00	150080	120	0.01
3	Jan-20	1578	27.18	150080	42896	1.28
4	Jan-20	480	23.98	150080	11512	0.58
5	Jan-20	2515	23.96	150080	60270	1.80
6	Jan-20	1788	17.29	150080	30913	0.92
7	Jan-20	234	7.08	150080	1657	0.08
8	Jan-20	12	10.00	150080	120	0.01
9	Jan-20	190	25.00	150080	4750	0.52
10	Jan-20	248	17.00	150080	4216	0.11
11	Jan-20	1135	17.15	150080	19465	0.49
12	Jan-20	2	17.00	150080	34	0.00
13	Jan-20	232	15.00	150080	3480	0.38
14	Jan-20	260	28.86	150080	7504	0.38
Total January 2020		8687	21.52	150080	186953	1.25
	YTD FY-20	77210	30.80	150080	2378497	15.84



Annexure-IV

Performance Report regarding Reliability Indices
 (2) System Average Interruption Frequency Index (SAIFI)
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

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-20	1	1	150080	0.00
2	Jan-20	12	12	150080	0.00
3	Jan-20	1578	1578	150080	0.05
4	Jan-20	480	480	150080	0.02
5	Jan-20	2515	2515	150080	0.08
6	Jan-20	1788	1788	150080	0.05
7	Jan-20	234	234	150080	0.01
8	Jan-20	12	12	150080	0.00
9	Jan-20	190	190	150080	0.02
10	Jan-20	248	248	150080	0.01
11	Jan-20	1135	1135	150080	0.03
12	Jan-20	2	2	150080	0.00
13	Jan-20	232	232	150080	0.03
14	Jan-20	260	260	150080	0.01
Total January 2020		8687	8687	150080	0.06
YTD FY-20		77210	77210	150080	0.51



Annexure-IV

Performance Report regarding Reliability Indices
(3) Customer Average Interruption Duration Index (CAIDI)
(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jan-20	0.00	0.00	16.00
2	Jan-20	0.01	0.00	10.00
3	Jan-20	1.28	0.05	27.18
4	Jan-20	0.58	0.02	23.98
5	Jan-20	1.80	0.08	23.96
6	Jan-20	0.92	0.05	17.29
7	Jan-20	0.08	0.01	7.08
8	Jan-20	0.01	0.00	10.00
9	Jan-20	0.52	0.02	25.00
10	Jan-20	0.11	0.01	17.00
11	Jan-20	0.49	0.03	17.15
12	Jan-20	0.00	0.00	17.00
13	Jan-20	0.38	0.03	15.00
14	Jan-20	0.38	0.01	28.86
Total January 2020		1.25	0.06	21.52
YTD FY-20		15.84	0.51	30.80



Annexure-IV

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

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-20	17	18.00	152111	306	0.032
2	Mar-20	35	19.00	152111	665	0.033
3	Mar-20	25	20.00	152111	500	0.055
4	Mar-20	5	19.20	152111	96	0.010
5	Mar-20	41	11.00	152111	451	0.023
6	Mar-20	2019	79.32	152111	160138	4.767
7	Mar-20	3	18.00	152111	54	0.006
8	Mar-20	1591	25.23	152111	40140	1.014
9	Mar-20	1	41.00	152111	41	0.004
10	Mar-20	175	12.38	152111	2166	0.064
11	Mar-20	40	11.00	152111	440	0.011
12	Mar-20	672	116.05	152111	77988	2.322
13	Mar-20	806	8.18	152111	6595	0.167
14	Mar-20	265	26.04	152111	6901	0.205
15	Mar-20	142	10.27	152111	1458	0.152
16	Mar-20	1005	15.42	152111	15501	0.780
17	Mar-20	504	20.33	152111	10248	0.305
18	Mar-20	350	9.00	152111	3150	0.094
19	Mar-20	7	90.86	152111	636	0.066
Total March 2020		7703	42.51	152111	327474	2.150
YTD FY-20		96716	31.18	152111	3015627	19.820



Annexure-IV

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

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-20	17	17	152111	0.002
2	Mar-20	35	35	152111	0.002
3	Mar-20	25	25	152111	0.003
4	Mar-20	5	5	152111	0.001
5	Mar-20	41	41	152111	0.002
6	Mar-20	2019	2019	152111	0.060
7	Mar-20	3	3	152111	0.000
8	Mar-20	1591	1591	152111	0.040
9	Mar-20	1	1	152111	0.000
10	Mar-20	175	175	152111	0.005
11	Mar-20	40	40	152111	0.001
12	Mar-20	672	672	152111	0.020
13	Mar-20	806	806	152111	0.020
14	Mar-20	265	265	152111	0.008
15	Mar-20	142	142	152111	0.015
16	Mar-20	1005	1005	152111	0.051
17	Mar-20	504	504	152111	0.015
18	Mar-20	350	350	152111	0.010
19	Mar-20	7	7	152111	0.001
Total March 2020		7703	7703	152111	0.050
YTD FY-20		96716	96716	152111	0.636



Annexure-IV

**Performance Report regarding Reliability Indices
(3) Customer Average Interruption Duration Index (CAIDI)
(Regulation 10 of MERC, Standards of Performance Regulations, 2014)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Mar-20	0.032	0.002	18.000
2	Mar-20	0.033	0.002	19.000
3	Mar-20	0.055	0.003	20.000
4	Mar-20	0.010	0.001	19.200
5	Mar-20	0.023	0.002	11.000
6	Mar-20	4.767	0.060	79.316
7	Mar-20	0.006	0.000	18.000
8	Mar-20	1.014	0.040	25.229
9	Mar-20	0.004	0.000	41.000
10	Mar-20	0.064	0.005	12.377
11	Mar-20	0.011	0.001	11.000
12	Mar-20	2.322	0.020	116.054
13	Mar-20	0.167	0.020	8.182
14	Mar-20	0.205	0.008	26.042
15	Mar-20	0.152	0.015	10.268
16	Mar-20	0.780	0.051	15.424
17	Mar-20	0.305	0.015	20.333
18	Mar-20	0.094	0.010	9.000
19	Mar-20	0.066	0.001	90.857
	Total March 2020	2.150	0.050	42.510
	YTD FY-20	19.820	0.636	31.180



Billing Complaint

(Regulation 7.6 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	SOP Regulation No.	Parameters	Area	Pending Complaint nos. (Previous Quarter)	Complaints in current Quarter (Q3)	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standards of Performance	More than stipulated time	Total Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
21	7.6	Billing Complaint	All zones	0	3	3	3	0	3	0



Break down of Over Head Line

(Regulation 6.2 of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=i+d
15	6.2	Break down of Over head line	Class-I Cities/Urban	0	1	1	1	0	1	0



Change of Name

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q3										713
9	Jan'20	4.13	Change Of Name	Change Of Name	713	6506	7219	6785	0	6785	434
	Feb'20										
	Mar'20										

Change of Category

(Regulation 4.13 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints in Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	g+h	j=f-i
	Q3										2
10	Jan'20	4.13	Change of Category	Change of Category	2	99	101	92	0	92	9
	Feb'20										
	Mar'20										



Complaint of Voltage Variation-Expansion/Augmentation
(Regulation 5.4 (c) of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints addressed	
	a	b	c	d	e	f=de	g	h	g+h	i=f-i
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required	Class-I Cities/Urban	0	0	0	0	0	0	0



Complaint of Voltage Variation-Local fault

(Regulation 5.4 (a) of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			
							Within standard of Performance	More then stipulated time	Total complaints redressed	Pending complaint at end of Qtr.
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=i-d
11	5.4 (a)	Complaint of Voltage Variation-Local fault	Class-I Cities/Urban	0	38	38	38	0	38	0



Complaint of Voltage Variation-Net work

(Regulation 5.4 (b) of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
12	5.4 (b)	Complaint of Voltage Variation-Net work	Class-I Cities/Urban	0	0	0	0	0	0	0

28th April 2020
CREG/MUM/MERC/2020/146

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, Standards of Performance Regulations, 2014 – Q4 FY 2019-20

This is with reference to the Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 notified on 20th May, 2014.

In compliance with the various clauses of the Regulations, we are hereby submitting the reports for Q4 FY 2019-20, in the prescribed formats with respect to **Annexure I** (Standards of Performance Level for Quarterly Return) along with **Annexure III** (Report of action on Faulty Meters) and **Annexure IV** (Performance regarding Reliability Indices). (Refer **Appendix**)

Please note that as per **Annexure II** i.e. Report of individual Complaints where Compensation has been paid, there was no case where compensation was paid for non-observance of Standards of Performance for this Quarter.

Additionally, we would like to submit that the quarterly reports in the prescribed formats will continued to be put up on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

Sd/-

S R Mehendale
Head- Regulatory (WR)

Appendix**List of Reports as per MERC Standards of Performance Regulations, 2014**

Sr. No	Report	Annexure	Regulation Section
1	New Connection (including Temporary Connection)/Additional Load/ Reduction of Load	Annexure I	4.3 to 4.9
2	Shifting of meters / service lines		4.12
3	Change of name and change of tariff category		4.13
4	Complaints regarding Voltage Variation		5.4 (a) to (c)
5	Restoration of Power Supply		6.1 to 6.4
6	Reconnection of supply following disconnection due to non-payment of bills		6.10
7	Metering		7.2 to 7.4
8	Complaints about Consumer's Bills		7.6
t9	Report of individual Complaints where Compensation has been paid	Annexure II	-
9	Action on Faulty Meters (1 Phase / 3 Phase)	Annexure III	-
10	Reliability Indices	Annexure IV	10



Fuse off call

(Regulation 6.1 of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaint at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=g+h	g	h	g+h	i=f
14	6.1	Fuse off call	Class-I Cities/Urban	0	2355	2355	2298	57	2355	0



Intimation of Charges where supply to dedicated or after extension/augmentation
 (Regulation 4.5 & 4.6 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SCP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Rodressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	i=g+h	f-i
	Q3										423
3	Jan'20	4.5 & 4.6	Estimate	New Connection-B & C	423	4925	5348	4992	0	4992	356
	Feb'20										
	Mar'20										



Intimation of Charges Where Supply From Existing Lines
 (Regulation 4.4 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q3										c
2	Jan'20	4.4	Estimate	New Connection-A	6	94	100	95	0	95	5
	Feb'20										
	Mar'20										



Intimation of Charges Where Supply From Existing Lines
 (Regulation 4.4 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints in Current Qtr.	Total Complaints	With in Standarded Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f+d+e	g	h	g+h	f-f-1
	Q3										6
2	Jan'20	4,4	Estimate	New Connection-A	6	94	100	95	0	95	5
	Feb'20										
	Mar'20										



Meter Reading

(Regulation 7.2 of MERC, Standards of Performance Regulations, 2014)

Sr.no	SOP regulation no	Parameters	Area	pending complaints no's (Previous Quarter)	Complaints in Current Qtr.	Total Complaints	Within Standards of performance	more than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
18	7.2	Meter Reading once in every two months		0	0	0	0	0	0	0



New Connection Inspection of Premises

(Regulation 4.3 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints in Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f+d+e	g	h	g+h	i+f-i
	Q3										57
1	Jan'20	4.3	Site Visit	New Connection Inspection Permisses	57	5018	5075	5019	0	5019	56
	Feb'20										
	Mar'20										



New Connection where supply after commissioning of Sub-Station
 (Regulation 4.9 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q3										4628
6	Jan'20	4.9	Supply Released	New Connection-C	4628	1899	6527	1375	0	1375	5152
	Feb'20										
	Mar'20										



New Connection where supply from Existing Line

(Regulation 4.7 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints in Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f+d+e	g	h	i=g+h	j=f-i
	Q3										7
4	Jan'20	4.7	Supply Released	New Connection-A	7	104	111	98	0	98	13
	Feb'20										
	Mar'20										



New Connection where supply after extension/augmentation
 (Regulation 4.8 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f+e	g	h	i=g+h	j=f-i
	Q3										6552
5	Jan'20	4.8	Supply Released	New Connection-B	6552	2245	8797	2517	0	2517	6280
	Feb'20										
	Mar'20										



Reconnection of Supply after Payment of Dues
(Regulation 6.10 of MERC, Standards of Performance Regulations, 2014)

Month	SOP regulation	Parameter	Area	Pending complaints	Complaints (Reconnection Requests) (E)	Total complaints (Total Reconnection requests) F=(D+E)	Within Standards of Performance	More than Stipulated time(H)	Total complaints redressed I=G+H	Pending complaints J=F-I
	(A)	(B)	(C)	(Reconnection Requests)-Nos(D)			(G)			
Jan-20	6.1	Reconnection of supply after payment of dues	Class-1 Cities/Urban	0	1226	1226	1226	0	1226	0
Feb-20	6.1	Reconnection of supply after payment of dues	Class-1 Cities/Urban	0	1105	1105	1043	62	1105	0
Mar-20	6.1	Reconnection of supply after payment of dues	Class-1 Cities/Urban	0	698	698	664	34	698	0



Replacement of Faulty Meter

(Regulation 7.3 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j= f-i
19	7.3	Replacement of faulty meter	Class I Cities	0	16	16	16	0	16	0



Replacement of Burnt Meter

(Regulation 7.4 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i= g+h	j= f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	238	238	238	0	238	0



Replacement of Faulty Meter

(Regulation 7.3 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-h	
19	7.3	Replacement of faulty meter	Class I Cities	0	16	16	16	0	16	0



Replacement of Burnt Meter

(Regulation 7.4 of MERC, Standards of Performance Regulations, 2014)

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i= g+h	j= f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	238	238	238	0	238	0



Shifting of Meter/Service Line

(Regulation 4.12 of MERC, Standards of Performance Regulations, 2014)

Sr No.	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q3										4
7	Jan'20	4.12	Shifting of Meter service Line- Supply Released	Shifting of Meter service Line- Supply Released	4	7	11	7	0	7	4
	Feb'20										
	Mar'20										



Transformer Failure

(Regulation 6.4 of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=g+h	g	h	h-g+h	i=j-k
17	6.4	Transformer Failure	Class-I Cities/Urban	0	74	74	74	0	74	0



Underground Cable fault
(Regulation 6.3 of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
16	6.3	Underground cable fault	Class-I Cities/Urban	0	4560	4560	4481	79	4560	0

Turner Meher

From: Inamdar Hawwa
Sent: 28 April 2020 20:46
To: Secretary MERC
Cc: Mehendale Swati
Subject: Tata Power-D SOP Reports_Q4_FY20
Attachments: Cover Letter_Compliance to SoP Regulations_Q4_FY 20.pdf; SOP_Q4_FY20.zip

Importance: High

Dear Sir,

This is with reference to the Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 notified on 20th May, 2014.

In compliance with the various clauses of the Regulations, we are hereby submitting the SOP reports for Q4 FY 2019-20.

We request you to take the same on record.

Regards,
Hawwa Inamdar
Lead Regulatory WR - Compliances
Mobile: 8286222111

