## Report as submitted by TPC - Distribution

## SOP Report for Q1\_FY25 -Apr-24 To Jun-24

## Annexure III- Standards of Performance Level by the Distribution Licensee

rmat for Quarterly Return to be submitted to the Commission by the Distribution Licensee

|            | Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee |                 |  |                            |                  |                                 |                           |                            |   |   |
|------------|--|-----------------|--|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|---|---|
|            | Parameters   | Area/Type       | Pending<br>complaint nos.<br>(previous<br>Quarter) | Complaints in current Qtr. | Total complaints | No. of complaints addressed     |                           |                            | Daniel -                                |   |
| Sr.<br>No. |  |                 |  |                            |                  | Within Standards of performance | More than stipulated time | Total complaints redressed | Pending<br>complaints at<br>end of Qtr. | Remark  |
|            | a  | b               | c  | d                          | e=c+d            |                                 |                           | h=f+g                      | i= e-h                                  |   |
| 1          | Intimation of charges where supply to dedicated or after extension /                       | Urban           | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
|            | augmentation   | Rural           | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
| 2          | New connection / add. load where   | New Connection  | 5  | 2,577                      | 2,582            | 2,577                           | 0                         | 2,577                      | 5                                       |   |
|            | supply from existing line.   | Additional Load | 6  | 53                         | 59               | 53                              | 0                         | 53                         | 6                                       |   |
| 3          | New connection / add. Load where supply after extension / augmentation.                    | New Connection  | 15,162   | 465                        | 15,627           | 1,324                           | 0                         | 1,324                      | 14,303                                  |   |
| 3          |  | Additional Load | 166  | 201                        | 367              | 126                             | 0                         | 126                        | 241                                     |   |
| 4          | New connection / add. Load where<br>supply after commissioning of sub-<br>station.         | New Connection  | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
|            |  | Additional Load | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
| 5          | Shifting of Meter / service Line   | Urban           | 194  | 69                         | 263              | 39                              | 0                         | 39                         | 224                                     |   |
| 5          |  | Rural           | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
| 6          | Reconnection of supply after payment of dues.  | Urban           | 0  | 5,573                      | 5,573            | 5,573                           | 0                         | 5,573                      | 0                                       |   |
|            |  | Rural           | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
| 7          | Change of Name   | Urban           | 180  | 7,924                      | 8,104            | 7,831                           | 0                         | 7,831                      | 273                                     |   |
| 8          | Change of category   | Urban           | 36   | 73                         | 109              | 77                              | 0                         | 77                         | 32                                      |   |
| 9          | Fuse off call  | Urban           | 0  | 13,964                     | 13,964           | 13,516                          | 448                       | 13,964                     | 0                                       | All 448 Complaints are of Welcome<br>Consumers of all Zones for Q1 of FY-25 |
|            |  | Rural           | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
| 10         | Break down of Over head Line   | Urban           | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |
|            |  | Rural           | 0  | 0                          | 0                | 0                               | 0                         | 0                          | 0                                       |   |

|            | 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.<br>No. | Parameters   |           | Pending                                 |         | Total complaints | No. of complaints addressed     |                           |                            | Dan-din-                          |  |  |
|            |  | Area/Type | complaint nos.<br>(previous<br>Quarter) |         |                  | Within Standards of performance | More than stipulated time | Total complaints redressed | Pending complaints at end of Qtr. | Remark   |  |
|            | a  | b         | c                                       | d       | e=c+d            | f                               | g                         | h=f+g                      | i= e-h                            |  |  |
| 11         | Underground Cable fault/Bus Riser<br>Fault   | Urban     | 0                                       | 4445    | 4445             | 4166                            | 279                       | 4445                       | 0                                 | All 279 Complaints are of Welcome<br>Consumers of all Zones for Q4 of FY-24                  |  |
|            | T GUIL   | Rural     | 0                                       | 0       | 0                | 0                               | 0                         | 0                          | 0                                 |  |  |
| 12         | Transformer and Associated Switchgear Failure  | Urban     | 0                                       | 0       | 0                | 0                               | 0                         | 0                          | 0                                 |  |  |
| 12         |  | Rural     | 0                                       | 0       | 0                | 0                               | 0                         | 0                          | 0                                 |  |  |
| 13         | Meter Reading  |           | 0                                       | 2328307 | 2328307          | 2328307                         | 0                         | 2328307                    | 0                                 | Estimated Readings due to  1. Meter Cabin Locked - 1275  2. Meter Cabin not accessible - 426 |  |
|            | Replacement of Faulty Meter  | Urban     | 0                                       | 28      | 28               | 28                              | 0                         | 28                         | 0                                 |  |  |
| 14         |  | Rural     | 0                                       | 0       | 0                | 0                               | 0                         | 0                          | 0                                 |  |  |
| 15         | Replacement of Burnt Meter   | Urban     | 0                                       | 302     | 302              | 302                             |                           | 302                        | 0                                 |  |  |
| 13         |  | Rural     | 0                                       | 0       | 0                | 0                               | 0                         | 0                          | 0                                 |  |  |
| 16         | Billing Complaint  | All Zones | 0                                       | 516     | 516              | 516                             | 0                         | 516                        | 0                                 |  |  |
| а          | About electricity bills regarding non<br>receipt of bill or inadequate time for<br>payment | All Zones | 0                                       | 502     | 502              | 502                             | 0                         | 502                        | 0                                 |  |  |
| b          | In case of other complaints  | All Zones | 0                                       | 14      | 14               | 14                              | 0                         | 14                         | 0                                 |  |  |
| 17         | Quality of Supply*   |           | 0                                       | 335     | 335              | 335                             | 0                         | 335                        | 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                                 |  |  |
| С          | Unblance Voltage   | Urban     | 0                                       | 0       | 0                | 0                               | 0                         | 0                          | 0                                 |  |  |
| d          | Number of Voltage Dips   | Urban     | 0                                       | 335     | 335              | 335                             | 0                         | 335                        | 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                                 |  |  |

|   | 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.   | Complaint No C   | Date of Filing                                       | Consumer No | Name<br>addres             | Nature (   | Reference<br>Standard o       | Compensation                       | Date of payment of Compensation                       |  |  |  |  |  |
| No.   | Сотрынсто  | Compensation   | Con         |                            | Complai  | nt Performanc                 |                                    | (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.<br>No.  | Name of Distribution Licensee  | Reference to Ove<br>Standards                        | start       | Meters at of the r. (Nos.) | Faulty Meters<br>added during<br>Quarter. (Nos.) | Total Faulty<br>Meters (Nos.) | Meters rectified / replaced (Nos.) | Faulty Meters<br>pending at end of<br>Quarter. (Nos.) |  |  |  |  |  |
| 1   | Tata Power-D   | Annexure II (Sr. 3<br>Supply Code and<br>Regns, 2021 |             | 8                          | 3235   | 3273                          | 3259                               | 14  |  |  |  |  |  |

|            | Annexure-VI- Report of Installation of Meters  Format for quarterly return to be submitted to the Commission by the Distribution Licensee |  |  |  |  |  |   |   |                |                       |  |  |  |
|------------|---|--|--|--|--|--|---|---|----------------|-----------------------|--|--|--|
| Sr.<br>No. | Name of Distribution Licensee   | Total Agriculture<br>Connections at start of<br>the Quarter (Nos.) | Metered<br>Agriculture<br>Connections at<br>start of the<br>Quarter (Nos.) | New Metered<br>Agriculture<br>Connectionsrelea<br>sedduring the<br>Quarter(Nos.) | Unmetered<br>Agriculture<br>Connections at<br>start of the<br>Quarter (Nos.) | New Unmetered Agriculture Connections released during the Quarter (Nos.) | Meters installed<br>to unmetered<br>connections | Agriculture<br>Connections at<br>end of the Quarter | Connections at | of the Quarter (Nos.) |  |  |  |
| 1          |   |  |  |  | Nil  |  |   |   |                |                       |  |  |  |