Report as submitted by TPC - Distribution



12th November 2024 CFI-LRA-LRA-RGWR-001176

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 – Q2 FY 2024-25

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 submitting the reports for Q2 FY 2024-25 in the prescribed formats as **Appendix**. Further, we would like to submit that the quarterly report 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,

(Vidyadhar Wagle) Chief – Regulatory

Enclosure: Appendix



SOP Report for Q2_FY25 -Jul-24 To Sep-24

Annexure III- Standards of Performance Level by the Distribution Licensee

			Format for Qua	rterly Return to be	submitted to the	Commission by the	Distribution Licen	Se 8		
abbel emple			Pending			No. c	of complaints addr	essed	Pending	
Sr. No.	Parameters	Агев/Туре	complaint nos. (previous Querter)	Complaints in current Qtr.	Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at and of Qtr.	Remark
ALCO DE	a	ь	C C	d	e=c+d			h=f+g	í= e-h	
	Intimation of charges where supply to dedicated or after extension /	Urban	0	0	0	0	0	0	0	
		Rural	0 ,	0	0	0	0	0	0	
2	New connection / add. load where	New Connection	s	2,091	2,096	2,091	0	2,091	5	
2	supply from existing line.	Additional Load	6	46	52	48	0	48	4	
	New connection / add. Load where supply after extension / augmentation.	New Connection	14,303	3,811	18,114	779	0	779	17,335	
3		Additional Load	241	243	484	179	0	179	305	
	New connection / add. Load where	New Connection	0	0	0	o	0	0	0	
4	supply after commissioning of sub- station.	Additional Load	0	3	3	1	0	1	2	
_		Urban	224	64	288	34	0	34	254	
5	Shifting of Meter / service Line	Rural	0	o	0.	0	0	0	0	
6	Reconnection of supply after payment	Urban	0	5,786	5,786	5,786	0	5,786	0	
ь	of dues,	Rural	0	0	0	. 0	0	0	0	
7	Change of Name	Urban	273	8,621	8,894	8,565	o	8,565	329	
8	Change of category	Urban	32	193	225	184	o	184	41	
		Urban	0	4,668	4,668	4,487	181	4,668	0	181 Complaints are of Welcome Consum of all Zones for Q2 of FY-25
9	Fuse off call	Rural	0	0	0	0	0	0	0	
		Urban	0	0	0	0	0	0	0	
EO	Break down of Over head Line	Rural		0	0	0	0	0	0	

			Anne	cure III- Standards	of Performance Lev	el by the Distribut	ion Licensee			
******			Format for Qua	rterly Return to be	submitted to the 0	Commission by the	Distribution Licen	see		
***************************************			Pending	nt nos. Complaints in lous current Qtr.		No. of complaints addressed			Pending	
Sr. Nø,	Parameters	Area/Type (previous	complaint nos. (previous Quarter)		Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at	Remark
nineuxiar	2	b	C	d	e=c+d	f	E	h=f+g	í= e-h	
11	Underground Cable fault/Bus Riser	Urban	0 .	8495	8495	8222	273	8495	0	273 Complaints are of Welcome Consume of all Zones for Q2 of FY-25
**	Fault	Rural	0	0	0	0	0	0	0	
12	Transformer and Associated	Urban	0	0	0	0	0	0 '	0	
12	Switchgear Failure	Rural	0	0	0	0	0	0	, 0	
13	Meter Reading		0	2338683	2338683	2338683	0	2338683	0	Estimated Readings due to 1. Meter Cabin Locked - 1177 2. Meter Cabin not accessible - 828
	Replacement of Faulty Meter	Urban	0	55	55	55	0	55	0	
14		Rural	0	0	0	0	0	0.	0	
		Urban	0	268	268	268	0	268	D	
15	Replacement of Burnt Meter	Rural	0	0	0		0	0	0	
16	Billing Complaint	All Zones	0	503	503	503	0	503	0	
3	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	468	468	468	0	468	0	
b	In case of other complaints	All Zones	0	35	35	35	٥	35	0	
17	Quality of Supply*		0	180	180	180	0	180	0	
a	11kV Supply Variation	Urban	0	0	0	0	0	0	ò	
ь	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	180	180	180	0	180	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	

		Format for quarterly return to	be submitted t	o the Cor	mmission by the Dis	tribution Licensee		
Sr.	Complaint No	Date of Filing Complaint/Automatic Con	Name addres Consui		Nature	of Reference	Compensation	Date of payment of Compensation
No.		Compensation			Complai	nt Performa		
- ALTERNATION A	alaharan melokah salah kelala papunya pepanja dia kaspitatah salah salah salah salah sebagai kiti baharan pima	-definishenses in polision in constraint polision (1999-1994) and the constraint in	1	Nil	nian, kanishinian nirjeti Mandaji kaji kalin kalinganiin nga palampini p	yking kanganinining carada ay minamaga (pangaping aning piking kangapining aning	in the second section of the second s	
	7.00	Annexure-V- Repo	rt of action on	Faulty I	Vieters (1 Phase/ :	3 Phase).		
	Form	at for quarterly return to l	e submitted t	o the Co	mmission by the	Distribution Lice	rsee	
Sr. No.	Name of Distribution Licensee	Reference to Overa Standards	Faulty Mer start of Quarter. (the	Faulty Meters added during Quarter. (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty Meters pending at end o Quarter. (Nos.)
1	Tata Power-D	Annexure II (Sr. 3 ii) Supply Code and So Regns, 2021	1		5381	5395	5317	78

Alsonia			Format for qu	Annexure- erterly return to be	owner by the contract of the state of the state of	illation of Meters Commission by the	Distribution Licens	ee .	andromana and a manager	
Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Querter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connectionsreles sedduring the Quarter(Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to inmetered connections	Agriculture Connections at end of the Quarter	Metered Agriculture Connections at end of the Quarter (Nos.)	of the Quarter (Nos.)
1					Nil					

		Annexure-VII- Perl	ormance Report rega	rding Reliability Indi	ces.	
		1) System Ave	erage Interruption Du	ration Index (SAIDI)		
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained	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) (minutes)
1	2	3	4	5	6	7
1	Jul-24	1903	10.91	235266	20761.73	0.09
2	Aug-24	3509	10.37	237203	36388.33	0.15
3	Sep-24	2775	9.04	238108	25086.00	0.11
	Total	8187	10.04	238108	82236.06	0.35

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	Jul-24	1903	1903	235266	0.01
2	Aug-24	3509	3509	237203	0.01
3	Sep-24	2775	2775	238108	0.01
	Total	8187	8187	238108	0.03

3) Customer Average Interruption Duration Index (CAIDI)

!				
Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-24	0.09	0.01	10.91
2	Aug-24	0.15	0.01	10.37
3	Sep-24	0.11	0.01	9.04
	Total	0.35	0.03	14.92

	4) Customer	Average Interruptio	n Duration Index (CA	IDI) for HT Consumer	s
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) (minutes)
1	2	3	4	5	6
1	Jul-24	5	29.00	145	29.00
2	Aug-24	8	19.00	152	19.00
3	Sep-24	5	11.60	58	11.60
	Total	18	19.87	355	19.87

	CAIFI								
Sr. No.	Month	No = Number of interruptions	Ni = Number of consumers who experienced a sustained interruption on ith feeder	CAIFI = 3/4					
1	2	3	4	5					
1	Jul-24	10	1903	0.005					
2	Aug-24	12	3509	0.003					
3	Sep-24	9	2775	0.003					

	1		MAIFI	<u> </u>	
Sr. No.	Month	or momentary	consumers on the interrupted	Ct=Total number of consumers in the feeders in the circle/area	MAIFI =(3*4)/5
1	2	3	4	5	6
1	Jul-24	8	27000	235266	0.92
2	Aug-24	15	16113	237203	1.02
3	Sep-24	14	6696	238108	0.39