	SOP Report for Q4_FY23 -Jan-24 To Mar-24												
	Annexure III- Standards of Performance Level by the Distribution Licensee												
		Form	at for Quarterly	y Return to be s	submitted to th	e Commission	by the Distribu	tion Licensee					
C 11			Pending	Comulainta in	r. complaints Standa		of complaints add		Pending				
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr.		Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at end of Qtr.	Remark			
	а	b	c	d	e=c+d			h=f+g	i= e-h				
1	Intimation of charges where supply to dedicated or after	Urban	0	0	0	0	0	0	0				
	extension / augmentation	Rural	0	0	0	0	0	0	0				
2	New connection / add. load	New Connection	76	4,122	4,198	4,193	0	4,193	5				
2	where supply from existing line.	Additional Load	6	30	36	30	0	30	6				
3	New connection / add. Load where supply after extension /	New Connection	14,906	5,725	20,631	5,469	0	5,469	15,162				
	augmentation.	Additional Load	123	123	246	80	0	80	166				
4	New connection / add. Load where supply after commissioning of sub-station.	New Connection	0	0	0	0	0	0	0				
4		Additional Load	0	0	0	0	0	0	0				
5	Shifting of Meter / service Line	Urban	137	67	204	10	0	10	194				
5	Siniting of Weter / Service Line	Rural	0	0	0	0	0	0	0				
6	Reconnection of supply after	Urban	0	10,655	10,655	10,655	0	10,655	0				
0	payment of dues.	Rural	0	0	0	0	0	0	0				
7	Change of Name	Urban	391	8,824	9,215	9,035	0	9,035	180				
8	Change of category	Urban	19	156	175	139	0	139	36				
9	Fuse off call	Urban	0	1,980	1,980	1,952	28	1,980	0	All 28 Complaints are of Welcome Consumers of all Zones for Q4 of FY- 24			
		Rural	0	0	0	0	0	0	0				
10	Break down of Over head Line	Urban	0	1	1	1	0	1	0				
10		Rural	0	0	0	0	0	0	0				

			Annexu	re III- Standards o	of Performance	evel by the Dist	ribution Licensee			
			Format for Quart	erly Return to be	submitted to th	e Commission by	y the Distribution	Licensee		
			Pending			No. of		of complaints addressed		
Sr. No.	Parameters	Area/Type	complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at end of Qtr.	Remark
	а	b	c	d	e=c+d	f	g	h=f+g	i= e-h	
11	Underground Cable fault/Bus Riser Fault	Urban	0	3754	3754	3688	66	3754	0	All 66 Complaints are of Welcome Consumers of all Zones for Q4 of FY- 24
		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	2310332	2310332	2310332	0	2310332	0	Estimated Readings due to 1. Meter Cabin Locked - 523 2. Meter Cabin not accessible - 195
14	Replacement of Faulty Meter	Urban	0	13	13	13	0	13	0	
14	Replacement of Faulty Meter	Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	248	248	248	0	248	0	
15		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	330	330	330	0	330	0	
а	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	328	328	328	0	328	0	
b	In case of other complaints	All Zones	0	2	2	2	0	2	0	
17	Quality of Supply*		0	79	79	79	0	79	0	
а	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	79	79	79	0	79	0	
е	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	Date of Filing Complaint/Automatic	Consumer No	Name and address of	Nature of	Reference Standard of	Amount of Compensation	Date of payment of Compensation			
No.		Compensation	consumer no	Consumer	Complaint	Performance	(Rs)	(DD/MM/YYYY)			
	Nil										

	Annexure-V- Report of action on Faulty Meters (1 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	45	2461	2506	2468	38				

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.)		New Metered Agriculture Connectionsrelea 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 unmetered connections	Agriculture Connections at end of the Quarter	Metered Agriculture Connections at end of the Quarter (Nos.)	the Quarter (Nos.)
1					Ni	1				

	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	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	Jan-24	8615	12.73	221530	109668.95	0.50							
2	Feb-24	5199	11.14	223474	57916.86	0.26							
3	Mar-24	13266	11.05	226190	146589.30	0.65							
	Total	27080	11.60	226190	314175.11	1.39							

	2) System Average Interruption Frequency Index (SAIFI)											
Sr. No.	Month	Month Ni = Number of Consumers who experienced a sustained interruption on i th feeder.		Nt=Total number of Consumers of the distribution Licensees area.	SAIFI=(4)/(5)							
1	2	3	4	5	6							
1	Jan-24	8615	8615	221530	0.039							
2	Feb-24 5199		5199	223474	0.023							
3	Mar-24	13266	13266	226190	0.059							
	Total	27080	27080	226190	0.121							

	3) Customer Average Interruption Duration Index (CAIDI)											
Sr. No.	Month	SAIDI	SAIDI / SAIFI									
1	2	3	4	5								
1	1 Jan-24		0.039	12.73								
2	Feb-24	0.26	0.023	11.14								
3	Mar-24	0.65	0.059	11.05								
	Total	1.39	0.121	11.50								

	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) (minutes)							
1	2	3	4	5	6							
1	Jan-24	1	15	15	15.00							
2	Feb-24	4	32.25	129	32.25							
3	Mar-24	12	13.58	163	13.58							
	Total	17	20.28	307	20.28							