

To
Shri Ravi K
Asst. Director
Pl. put up.

Dy Director (Balu Vgate)
B.



MERC
Date..... 4/8/14
No..... 3644

1st August, 2014
CREG/MUM/MERC/14/214

Principal Secretary
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No 1, World Trade Centre
Cuffe Parade, Colaba
Mumbai 400 005

4/8

Dear Sir,

Sub: Compliance to MERC, Standards of Performance Regulations, 2014

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 submitting the reports 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 we have not included Annexure II i.e. Report of individual Complaints where Compensation has been paid, as for this Quarter there was no case where compensation was paid for non-observance of Standards of Performance.

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,

S R Mehendale
11/8/14

(S R Mehendale)
Group Head-Corporate Regulations

Encl: Appendix



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	Action on Faulty Meters (1 Phase / 3 Phase)	Annexure III	
10	Reliability Indices	Annexure IV	10



New Connection Inspection of Premises

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

Sr. No	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 13-14										79
1	Q1_FY 14-15	4.3	New Connection Inspection of Premises	Urban	79	5650	5729	5654	0	5654	75



Intimation of Charges Where Supply From Existing Lines

(Regulation 4.4 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 13-14										18
2	Q1_FY 14-15	4.4	Intimation of Charges where supply from existing Lines	Urban	18	97	115	115	0	115	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	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 13-14										106
3	Q1_FY 14-15	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	106	5486	5592	5556	0	5556	36

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New Connection where supply from Existing Line

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

Sr. No	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 13-14										10
4	Q1_FY 14-15	4.7	New Connection where supply from existing line	Urban	10	129	139	106	16	122	17

*Note: SOP Regulations, 2014 came into effect from 20th May, 2014 thus the data pertaining to Additional Load before the said Regulations has not been provided.

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New Connection where supply after extension/augmentation

(Regulation 4.8 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 13-14										639
5	Q1_FY 14-15	4.8	New Connection where supply after extension/augmentation	Urban	639	3045	3684	2253	1	2254	1430

*Note: SOP Regulations, 2014 came into effect from 20th May, 2014 thus the data pertaining to Additional Load before the said

Regulations has not been provided.



New Connection where supply after commissioning of Sub-Station

(Regulation 4.9 of MERC, Standards of Performance Regulations, 2014)

Sr. No	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 13-14										258
6	Q1_FY 14-15	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	258	4544	4802	902	0	902	3900

*Note: SOP Regulations, 2014 came into effect from 20th May, 2014 thus the data pertaining to Additional Load before the said Regulations has not been provided.

195/12



Shifting of Meter/Service Line

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

Sr. No	Quarter	SOP Regulation No	Parameters	Area	Pending Complaint 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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
7	Q4_FY 13-14										0
	Q1_FY 14-15	4.12	Shifting of Meter service Line- Supply Released	Urban	0	4	4	0	0	0	4



Reconnection of Supply after Payment of Dues

(Regulation 6.10 of MERC, Standards of Performance Regulations, 2014)

Month	SOP regulation (A)	Parameter (B)	Area (C)	Pending complaints (Reconnection Requests)- Nos (D)	Complaints (Reconnection Requests) (E)	Total complaints (Total Reconnection requests) F=(D+E)	No of complaints addressed(Reconnection request addressed)			Pending complaints J=F-I
							Within Standards of Performance (G)	More than Stipulated time (H)	Total complaints redressed I=G+H	
May-14	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	58	58	43	15	58	0
Jun-14	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	165	165	123	42	165	0

*Note: The SOP Regulations, 2014 came into effect from 20th May, 2014 therefore, the data for the months of April & May 2014 has not been provided as per the new Formats. However, if the Hon'ble Commission so decides, Tata Power can submit the same in the old formats as per SOP Regulations, 2005.

19/4/14



Change of Name

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

Sr. No	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	l=g+h	j=f-i
9	Q4_FY 13-14										245
	Q1_FY 14-15	4.13	Change Of Name	Urban	245	3403	3648	3317	0	3317	331



Change of Category

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

Sr. No	Quarter	SOP Regulation No	Parameters	Area	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	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 13-14										0
10	Q1_FY 14-15	4.13	Change of Category	Urban	0	49	49	40	0	40	9



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			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
11	5.4 (a)	Complaint of Voltage Variation-Local fault		0	124	124	124	0	124	0

13/11/14



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		0	3	3	3	0	3	0



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 then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required		0	0	0	0	0	0	0

1932/10



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 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
14	6.1	Fuse off call	Class-I Cities/Urban	0	8668	8668	8602	66	8668	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 then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
15	6.2	Break down of Over head line	Class-I Cities/Urban	0	0	0	0	0	0	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 then 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	7257	7257	7220	37	7257	0



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 then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
17	6.4	Transformer Failure	Class-I Cities/Urban	0	97	97	97	0	97	0

1929/19



Meter Reading

(Regulation 7.2 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
18	7.2	Meter Reading		0	0	0	0	0	0	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	5	346	351	330	0	330	21



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	167	167	167	0	167	0



Billing Complaint

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

Sr. No	SOP Regulation No	Parameters	Area	Pending Complaints Nos (Previous Qtr)	Complaints in Current Qtr	Total Complaints	No. of Complaints Addressed			Pending complaints at the end of Qtr
							Within standards of Performance	More than stipulated Time	Total Complaints Addressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
21	7.6	Billing Complaint	All Zones	0	2217	2217	2217	0	2217	0

19/2/19

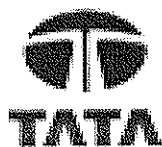


Annexure-III

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 Distribution Licensee	Ref. to overall standards	Faulty meters at start of 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		20	2174	2194	2101	93



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	
1	Apr-14	11	8.55	57658	94.05	0.002
2	Apr-14	1250	35.36	57658	44200	0.767
3	Apr-14	33	24.45	57658	807	0.014
4	Apr-14	100	25.00	57658	2500	0.043
5	Apr-14	59	23.14	57658	1365	0.024
6	Apr-14	993	58.00	57658	57594	0.999
7	Apr-14	11	7.55	57658	83.05	0.001
8	Apr-14	1735	4.00	57658	6940	0.120
9	Apr-14	4	12.00	57658	48	0.001
10	Apr-14	1	151.00	57658	151	0.003
11	Apr-14	286	15.00	57658	4290	0.074
12	Apr-14	1	22.00	57658	22	0.000
13	Apr-14	1466	25.84	57658	37885	0.657
14	Apr-14	5	45.00	57658	225	0.004
15	Apr-14	1	15.00	57658	15	0.000
16	Apr-14	32	19.00	57658	608	0.011
17	Apr-14	31	15.00	57658	465	0.008
18	Apr-14	993	35.07	57658	34825	0.604
19	Apr-14	7	5.00	57658	35	0.001
20	Apr-14	236	38.66	57658	9124	0.158
21	Apr-14	322	15.00	57658	4830	0.084
22	Apr-14	62	17.32	57658	1074	0.019
23	Apr-14	77	18.51	57658	1425	0.025
24	Apr-14	102	19.04	57658	1942	0.034
25	Apr-14	128	18.56	57658	2376	0.041
	Total April-14	7946	26.796	57658	212923.100	3.693
	YTD FY 15	7946	26.796	57658	212923.100	3.693



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	
1	Apr-14	11	11	57658	0.0002
2	Apr-14	1250	1250	57658	0.0217
3	Apr-14	33	33	57658	0.0006
4	Apr-14	100	100	57658	0.0017
5	Apr-14	59	59	57658	0.0010
6	Apr-14	993	993	57658	0.0172
7	Apr-14	11	11	57658	0.0002
8	Apr-14	1735	1735	57658	0.0301
9	Apr-14	4	4	57658	0.0001
10	Apr-14	1	1	57658	0.0000
11	Apr-14	286	286	57658	0.0050
12	Apr-14	1	1	57658	0.0000
13	Apr-14	1466	1466	57658	0.0254
14	Apr-14	5	5	57658	0.0001
15	Apr-14	1	1	57658	0.0000
16	Apr-14	32	32	57658	0.0006
17	Apr-14	31	31	57658	0.0005
18	Apr-14	993	993	57658	0.0172
19	Apr-14	7	7	57658	0.0001
20	Apr-14	236	236	57658	0.0041
21	Apr-14	322	322	57658	0.0056
22	Apr-14	62	62	57658	0.0011
23	Apr-14	77	77	57658	0.0013
24	Apr-14	102	102	57658	0.0018
25	Apr-14	128	128	57658	0.0022
	Total April-14	7946	7946	57658	0.1378
	YTD FY 15	7946	7946	57658	0.1378



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	Apr-14	0.0016	0.0002	8.55
2	Apr-14	0.7666	0.0217	35.36
3	Apr-14	0.0140	0.0006	24.45
4	Apr-14	0.0434	0.0017	25.00
5	Apr-14	0.0237	0.0010	23.14
6	Apr-14	0.9989	0.0172	58.00
7	Apr-14	0.0014	0.0002	7.55
8	Apr-14	0.1204	0.0301	4.00
9	Apr-14	0.0008	0.0001	12.00
10	Apr-14	0.0026	0.0000	151.00
11	Apr-14	0.0744	0.0050	15.00
12	Apr-14	0.0004	0.0000	22.00
13	Apr-14	0.6571	0.0254	25.84
14	Apr-14	0.0039	0.0001	45.00
15	Apr-14	0.0003	0.0000	15.00
16	Apr-14	0.0105	0.0006	19.00
17	Apr-14	0.0081	0.0005	15.00
18	Apr-14	0.6040	0.0172	35.07
19	Apr-14	0.0006	0.0001	5.00
20	Apr-14	0.1582	0.0041	38.66
21	Apr-14	0.0838	0.0056	15.00
22	Apr-14	0.0186	0.0011	17.32
23	Apr-14	0.0247	0.0013	18.51
24	Apr-14	0.0337	0.0018	19.04
25	Apr-14	0.0412	0.0022	18.56
	Total April-14	3.6929	0.1378	26.796
	YTD FY 15	3.6929	0.1378	26.796



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	
1	May-14	4	8.75	59654	35	0.001
2	May-14	1393	7.00	59654	9751	0.163
3	May-14	193	4.02	59654	776	0.013
4	May-14	2	32.00	59654	64	0.001
5	May-14	3	24.00	59654	72	0.001
6	May-14	259	34.45	59654	8922.55	0.150
7	May-14	561	14.72	59654	8260.164	0.138
8	May-14	382	12.98	59654	4958.36	0.083
9	May-14	53	17.08	59654	904.975	0.015
10	May-14	980	41.23	59654	40404.42	0.677
11	May-14	440	11.28	59654	4961	0.083
12	May-14	286	31.00	59654	8866	0.149
13	May-14	74	61.51	59654	4552	0.076
14	May-14	348	11.20	59654	3899	0.065
15	May-14	84	4.00	59654	336	0.006
16	May-14	3	34.00	59654	102	0.002
17	May-14	42	10.67	59654	448.14	0.008
18	May-14	307	18.00	59654	5526	0.093
19	May-14	429	33.99	59654	14582	0.244
20	May-14	1503	5.17	59654	7774	0.130
21	May-14	2657	5.38	59654	14285	0.239
22	May-14	702	20.35	59654	14285.7	0.239
23	May-14	386	24.84	59654	9586.696	0.161
24	May-14	3	4.00	59654	12	0.000
25	May-14	26	18.38	59654	478	0.008
26	May-14	91	22.80	59654	2075	0.035
27	May-14	86	17.17	59654	1477	0.025
28	May-14	74	16.96	59654	1255.04	0.021
	Total May-14	11371	14.832	59654	168649.045	2.827
	YTD FY 15	19317	19.753	59654	381568.701	6.396



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	
1	May-14	4	4	59654	0.0001
2	May-14	1393	1393	59654	0.0234
3	May-14	193	193	59654	0.0032
4	May-14	2	2	59654	0.0000
5	May-14	3	3	59654	0.0001
6	May-14	259	259	59654	0.0043
7	May-14	561	561	59654	0.0094
8	May-14	382	382	59654	0.0064
9	May-14	53	53	59654	0.0009
10	May-14	980	980	59654	0.0164
11	May-14	440	440	59654	0.0074
12	May-14	286	286	59654	0.0048
13	May-14	74	74	59654	0.0012
14	May-14	348	348	59654	0.0058
15	May-14	84	84	59654	0.0014
16	May-14	3	3	59654	0.0001
17	May-14	42	42	59654	0.0007
18	May-14	307	307	59654	0.0051
19	May-14	429	429	59654	0.0072
20	May-14	1503	1503	59654	0.0252
21	May-14	2657	2657	59654	0.0445
22	May-14	702	702	59654	0.0118
23	May-14	386	386	59654	0.0065
24	May-14	3	3	59654	0.0001
25	May-14	26	26	59654	0.0004
26	May-14	91	91	59654	0.0015
27	May-14	86	86	59654	0.0014
28	May-14	74	74	59654	0.0012
	Total May-14	11371	11371	59654	0.191
	YTD FY 15	19317	19317	59654	0.324



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	May-14	0.0006	0.0001	8.75
2	May-14	0.1635	0.0234	7.00
3	May-14	0.0130	0.0032	4.02
4	May-14	0.0011	0.0000	32.00
5	May-14	0.0012	0.0001	24.00
6	May-14	0.1496	0.0043	34.45
7	May-14	0.1385	0.0094	14.72
8	May-14	0.0831	0.0064	12.98
9	May-14	0.0152	0.0009	17.08
10	May-14	0.6773	0.0164	41.23
11	May-14	0.0832	0.0074	11.28
12	May-14	0.1486	0.0048	31.00
13	May-14	0.0763	0.0012	61.51
14	May-14	0.0654	0.0058	11.20
15	May-14	0.0056	0.0014	4.00
16	May-14	0.0017	0.0001	34.00
17	May-14	0.0075	0.0007	10.67
18	May-14	0.0926	0.0051	18.00
19	May-14	0.2444	0.0072	33.99
20	May-14	0.1303	0.0252	5.17
21	May-14	0.2395	0.0445	5.38
22	May-14	0.2395	0.0118	20.35
23	May-14	0.1607	0.0065	24.84
24	May-14	0.0002	0.0001	4.00
25	May-14	0.0080	0.0004	18.38
26	May-14	0.0348	0.0015	22.80
27	May-14	0.0248	0.0014	17.17
28	May-14	0.0210	0.0012	16.96
	Total May-14	2.8271	0.1906	14.83
	YTD FY 15	6.3964	0.3238	19.75



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	
1	Jun-14	569	59.00	61048	33571	0.550
2	Jun-14	72	19.00	61048	1368	0.022
3	Jun-14	12	37.00	61048	444	0.007
4	Jun-14	834	20.96	61048	17483	0.286
5	Jun-14	175	36.10	61048	6318	0.103
6	Jun-14	4	22.00	61048	88	0.001
7	Jun-14	76	4.03	61048	306	0.005
8	Jun-14	269	20.04	61048	5390	0.088
9	Jun-14	980	24.36	61048	23876	0.391
10	Jun-14	268	32.43	61048	8690	0.142
11	Jun-14	243	30.00	61048	7290	0.119
12	Jun-14	1	5.00	61048	5	0.000
13	Jun-14	382	4.00	61048	1528	0.025
14	Jun-14	384	12.80	61048	4917	0.081
15	Jun-14	926	25.75	61048	23847	0.391
16	Jun-14	48	4.00	61048	192	0.003
17	Jun-14	48	10.00	61048	480	0.008
18	Jun-14	6	10.00	61048	60	0.001
19	Jun-14	419	19.00	61048	7961	0.130
20	Jun-14	275	5.71	61048	1570	0.026
21	Jun-14	2	30.00	61048	60	0.001
22	Jun-14	1045	15.61	61048	16316	0.267
23	Jun-14	2	41.50	61048	83	0.001
24	Jun-14	27	24.59	61048	664	0.011
	Total June-14	7067	14.832	61048	162507.000	2.662
	YTD FY 15	26384	20.622	61048	544079.000	8.912

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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	
1	Jun-14	569	569	61048	0.0093
2	Jun-14	72	72	61048	0.0012
3	Jun-14	12	12	61048	0.0002
4	Jun-14	834	834	61048	0.0137
5	Jun-14	175	175	61048	0.0029
6	Jun-14	4	4	61048	0.0001
7	Jun-14	76	76	61048	0.0012
8	Jun-14	269	269	61048	0.0044
9	Jun-14	980	980	61048	0.0161
10	Jun-14	268	268	61048	0.0044
11	Jun-14	243	243	61048	0.0040
12	Jun-14	1	1	61048	0.0000
13	Jun-14	382	382	61048	0.0063
14	Jun-14	384	384	61048	0.0063
15	Jun-14	926	926	61048	0.0152
16	Jun-14	48	48	61048	0.0008
17	Jun-14	48	48	61048	0.0008
18	Jun-14	6	6	61048	0.0001
19	Jun-14	419	419	61048	0.0069
20	Jun-14	275	275	61048	0.0045
21	Jun-14	2	2	61048	0.0000
22	Jun-14	1045	1045	61048	0.0171
23	Jun-14	2	2	61048	0.0000
24	Jun-14	27	27	61048	0.0004
	Total June-14	7067	7067	61048	0.116
	YTD FY 15	26384	26384	61048	0.432

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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	Jun-14	0.5499	0.0093	59.00
2	Jun-14	0.0224	0.0012	19.00
3	Jun-14	0.0073	0.0002	37.00
4	Jun-14	0.2864	0.0137	20.96
5	Jun-14	0.1035	0.0029	36.10
6	Jun-14	0.0014	0.0001	22.00
7	Jun-14	0.0050	0.0012	4.03
8	Jun-14	0.0883	0.0044	20.04
9	Jun-14	0.3911	0.0161	24.36
10	Jun-14	0.1423	0.0044	32.43
11	Jun-14	0.1194	0.0040	30.00
12	Jun-14	0.0001	0.0000	5.00
13	Jun-14	0.0250	0.0063	4.00
14	Jun-14	0.0805	0.0063	12.80
15	Jun-14	0.3906	0.0152	25.75
16	Jun-14	0.0031	0.0008	4.00
17	Jun-14	0.0079	0.0008	10.00
18	Jun-14	0.0010	0.0001	10.00
19	Jun-14	0.1304	0.0069	19.00
20	Jun-14	0.0257	0.0045	5.71
21	Jun-14	0.0010	0.0000	30.00
22	Jun-14	0.2673	0.0171	15.61
23	Jun-14	0.0014	0.0000	41.50
24	Jun-14	0.0109	0.0004	24.59
	Total June-14	2.6620	0.1158	22.995
	YTD FY 15	8.9123	0.4322	20.622