



13.11 Dy Director (Law & Reg) 2099/0

3rd November, 2014
CREG/MUM/MERC/14/270

MERC
Date..... 12/11/14
No..... 5312

To,
Principal 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

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)
Group Head-Corporate Regulations

Encl: Appendix

TATA POWER

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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
1	Q1_FY 14-15										75
	Q2_FY 14-15	4.3	New Connection Inspection of Premises	Urban	75	2544	2619	2499	0	2499	120



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
2	Q1_FY 14-15										2
	Q2_FY 14-15	4.4	Intimation of Charges where supply from existing Lines	Urban	2	121	123	123	0	123	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
	Q1_FY14-15										113
3	Q2_FY14-15	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	113	2355	2468	2405	0	2405	63



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
	Q1_FY 14-15										3
4	Q2_FY 14-15	4.7	New Connection where supply from existing line	Urban	3	228	231	213	0	213	18



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
	Q1_FY 14-15										774
5	Q2_FY 14-15	4.8	New Connection where supply after extension/augmentation	Urban	774	1145	1919	1305	0	1305	614



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
	Q1_FY 14-										482
6	Q2_FY 14-15	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	482	865	1347	623	0	623	724



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	Q1_FY 14-15										4
	Q2_FY 14-15	4.12	Shifting of Meter service Line- Supply Released	Urban	4	8	12	6	0	6	6

2501160



Reconnection of Supply after Payment of Dues

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

Sr. No	Month	SOP Regulation No	Parameters	Area	Pending Complaints Nos (Reconnection Requests)	Complaints in Current Qtr (Reconnection Requests)	Total Complaints (Total Reconnection Requests)	No. of Complaints Addressed			
								Within standards of Performance	More than stipulated Time	Total Complaints Addressed	Pending complaints at the end of Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
8	July	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	120	120	100	20	120	0
8	August	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	177	177	167	10	177	0
8	Sept	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	251	251	249	2	251	0



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	i=g+h	j=f-i
9	Q1_FY 14-15										331
	Q2_FY 14-15	4.13	Change Of Name	Urban	331	3627	3958	3523	0	3523	435

249316



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
10	Q1 FY 14-15										9
	Q2 FY 14-15	4.13	Change Of Category	Urban	9	45	54	48	0	48	6



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	136	136	136	0	136	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		0	0	0	0	0	0	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



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	5663	5663	5583	80	5663	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	9698	9698	9570	128	9698	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	139	139	139	0	139	0



Meter Reading

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

St. 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	19	450	469	460	0	460	9



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)	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	2	189	191	191	0	191	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	2237	2237	2237	0	2237	0

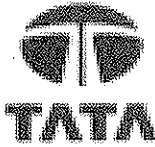


Annexure-III

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		93	4113	4206	4017	189



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	Jul-14	729	29.15	62114	21250	0.342
2	Jul-14	455	7.55	62114	3435	0.055
3	Jul-14	130	5.03	62114	654	0.011
4	Jul-14	1	5.00	62114	5	0.000
5	Jul-14	5	40.80	62114	204	0.003
6	Jul-14	1	49.00	62114	49	0.001
7	Jul-14	1	5.00	62114	5	0.000
8	Jul-14	32	21.00	62114	672	0.011
9	Jul-14	58	24.16	62114	1401	0.023
10	Jul-14	1513	24.03	62114	36362	0.585
11	Jul-14	84	10.00	62114	840	0.014
12	Jul-14	84	16.00	62114	1344	0.022
13	Jul-14	128	19.00	62114	2432	0.039
14	Jul-14	1046	8.00	62114	8366	0.135
15	Jul-14	40	22.78	62114	911	0.015
16	Jul-14	200	15.00	62114	3000	0.048
17	Jul-14	1011	12.60	62114	12736	0.205
18	Jul-14	1486	15.00	62114	22290	0.359
19	Jul-14	411	5.00	62114	2057	0.033
20	Jul-14	11	46.00	62114	506	0.008
	Total July-14	7426	380	62114	118519	1.908
	YTD FY 15	33810	19.598	62114	662603	10.668



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	Jul-14	729	729	62114	0.0117
2	Jul-14	455	455	62114	0.0073
3	Jul-14	130	130	62114	0.0021
4	Jul-14	1	1	62114	0.0000
5	Jul-14	5	5	62114	0.0001
6	Jul-14	1	1	62114	0.0000
7	Jul-14	1	1	62114	0.0000
8	Jul-14	32	32	62114	0.0005
9	Jul-14	58	58	62114	0.0009
10	Jul-14	1513	1513	62114	0.0244
11	Jul-14	84	84	62114	0.0014
12	Jul-14	84	84	62114	0.0014
13	Jul-14	128	128	62114	0.0021
14	Jul-14	1046	1046	62114	0.0168
15	Jul-14	40	40	62114	0.0006
16	Jul-14	200	200	62114	0.0032
17	Jul-14	1011	1011	62114	0.0163
18	Jul-14	1486	1486	62114	0.0239
19	Jul-14	411	411	62114	0.0066
20	Jul-14	11	11	62114	0.0002
	Total July-14	7426	7426	62114	0.120
	YTD FY 15	33810	33810	62114	0.544



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	Jul-14	0.3421	0.0117	29.15
2	Jul-14	0.0553	0.0073	7.55
3	Jul-14	0.0105	0.0021	5.03
4	Jul-14	0.0001	0.0000	5.00
5	Jul-14	0.0033	0.0001	40.80
6	Jul-14	0.0008	0.0000	49.00
7	Jul-14	0.0001	0.0000	5.00
8	Jul-14	0.0108	0.0005	21.00
9	Jul-14	0.0226	0.0009	24.16
10	Jul-14	0.5854	0.0244	24.03
11	Jul-14	0.0135	0.0014	10.00
12	Jul-14	0.0216	0.0014	16.00
13	Jul-14	0.0392	0.0021	19.00
14	Jul-14	0.1347	0.0168	8.00
15	Jul-14	0.0147	0.0006	22.78
16	Jul-14	0.0483	0.0032	15.00
17	Jul-14	0.2050	0.0163	12.60
18	Jul-14	0.3589	0.0239	15.00
19	Jul-14	0.0331	0.0066	5.00
20	Jul-14	0.0081	0.0002	46.00
	Total July-14	1.91	0.12	15.96
	YTD FY 15	10.67	0.54	19.60



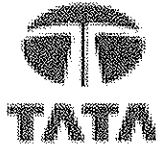
Annexure-IV

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	Aug-14	9	26.000	63387	234	0.004
2	Aug-14	2633	5.472	63387	14407.776	0.227
3	Aug-14	12	32.000	63387	384	0.006
4	Aug-14	1305	15.000	63387	19575	0.309
5	Aug-14	103	50.340	63387	5185.02	0.082
6	Aug-14	249	7.956	63387	1981.044	0.031
7	Aug-14	292	15.000	63387	4380	0.069
8	Aug-14	2	4.000	63387	8	0.0001
9	Aug-14	916	6.970	63387	6384.52	0.101
10	Aug-14	8	9.000	63387	72	0.001
11	Aug-14	1088	10.510	63387	11434.88	0.180
12	Aug-14	47	8.000	63387	376	0.006
13	Aug-14	11	14.820	63387	163.02	0.003
14	Aug-14	255	7.000	63387	1785	0.028
15	Aug-14	37	17.000	63387	629	0.010
16	Aug-14	1375	7.000	63387	9625	0.152
17	Aug-14	384	20.000	63387	7680	0.121
18	Aug-14	1377	10.477	63387	14427	0.228
19	Aug-14	30	23.800	63387	714	0.011
	Total Aug-14	10133	290	63387	99445	1.569
	YTD FY 15	43943	17.342	63387	762045	12.022



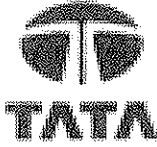
Annexure-IV

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	Aug-14	9	9	63387	0.0001
2	Aug-14	2633	2633	63387	0.0415
3	Aug-14	12	12	63387	0.0002
4	Aug-14	1305	1305	63387	0.0206
5	Aug-14	103	103	63387	0.0016
6	Aug-14	249	249	63387	0.0039
7	Aug-14	292	292	63387	0.0046
8	Aug-14	2	2	63387	0.0000
9	Aug-14	916	916	63387	0.0145
10	Aug-14	8	8	63387	0.0001
11	Aug-14	1088	1088	63387	0.0172
12	Aug-14	47	47	63387	0.0007
13	Aug-14	11	11	63387	0.0002
14	Aug-14	255	255	63387	0.0040
15	Aug-14	37	37	63387	0.0006
16	Aug-14	1375	1375	63387	0.0217
17	Aug-14	384	384	63387	0.0061
18	Aug-14	1377	1377	63387	0.0217
19	Aug-14	30	30	63387	0.0005
	Total Aug-14	10133	10133	63387	0.160
	YTD FY 15	43943	43943	63387	0.693



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	Aug-14	0.0037	0.0001	26.00
2	Aug-14	0.2273	0.0415	5.47
3	Aug-14	0.0061	0.0002	32.00
4	Aug-14	0.3088	0.0206	15.00
5	Aug-14	0.0818	0.0016	50.34
6	Aug-14	0.0313	0.0039	7.96
7	Aug-14	0.0691	0.0046	15.00
8	Aug-14	0.0001	0.0000	4.00
9	Aug-14	0.1007	0.0145	6.97
10	Aug-14	0.0011	0.0001	9.00
11	Aug-14	0.1804	0.0172	10.51
12	Aug-14	0.0059	0.0007	8.00
13	Aug-14	0.0026	0.0002	14.82
14	Aug-14	0.0282	0.0040	7.00
15	Aug-14	0.0099	0.0006	17.00
16	Aug-14	0.1518	0.0217	7.00
17	Aug-14	0.1212	0.0061	20.00
18	Aug-14	0.2276	0.0217	10.48
19	Aug-14	0.0113	0.0005	23.80
	Total Aug-14	1.5689	0.1599	9.814
	YTD FY 15	12.0221	0.6932	17.342



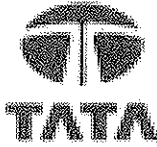
Annexure-IV

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	Sep-14	1377	7.24	65231	9976	0.153
2	Sep-14	12	5.00	65231	60	0.001
3	Sep-14	1	50.00	65231	50	0.001
4	Sep-14	292	17.00	65231	4964	0.076
5	Sep-14	1619	7.20	65231	11658	0.179
6	Sep-14	2046	6.00	65231	12276	0.188
7	Sep-14	26	99.00	65231	2574	0.039
8	Sep-14	6	10.00	65231	60	0.0009
9	Sep-14	5	17.00	65231	85	0.001
10	Sep-14	6	22.00	65231	132	0.002
11	Sep-14	14	14.00	65231	196.00	0.003
12	Sep-14	103	16.60	65231	1710.00	0.026
13	Sep-14	538	7.00	65231	3766.00	0.058
14	Sep-14	755	7.00	65231	5285.00	0.081
15	Sep-14	32	18.84	65231	603	0.009
16	Sep-14	7	18.86	65231	132	0.002
	Total Sep-14	6839	7.83	65231	53527	0.82
	YTD FY 15	50782	16.06	65231	815572	12.50



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	Sep-14	1377	1377	65231	0.0211
2	Sep-14	12	12	65231	0.0002
3	Sep-14	1	1	65231	0.0000
4	Sep-14	292	292	65231	0.0045
5	Sep-14	1619	1619	65231	0.0248
6	Sep-14	2046	2046	65231	0.0314
7	Sep-14	26	26	65231	0.0004
8	Sep-14	6	6	65231	0.0001
9	Sep-14	5	5	65231	0.0001
10	Sep-14	6	6	65231	0.0001
11	Sep-14	14.00	14.00	65231	0.0002
12	Sep-14	103.00	103.00	65231	0.0016
13	Sep-14	538.00	538.00	65231	0.0082
14	Sep-14	755.00	755.00	65231	0.0116
15	Sep-14	32	32	65231	0.0005
16	Sep-14	7	7	65231	0.0001
	Total Sep-14	6839	6839	65231	0.1048
	YTD FY 15	50782	50782	65231	0.7785



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	Sep-14	0.1529	0.0211	7.24
2	Sep-14	0.0009	0.0002	5.00
3	Sep-14	0.0008	0.0000	50.00
4	Sep-14	0.0761	0.0045	17.00
5	Sep-14	0.1787	0.0248	7.20
6	Sep-14	0.1882	0.0314	6.00
7	Sep-14	0.0395	0.0004	99.00
8	Sep-14	0.0009	0.0001	10.00
9	Sep-14	0.0013	0.0001	17.00
10	Sep-14	0.0020	0.0001	22.00
11	Sep-14	0.0030	0.0002	14.00
12	Sep-14	0.0262	0.0016	16.60
13	Sep-14	0.0577	0.0082	7.00
14	Sep-14	0.0810	0.0116	7.00
15	Sep-14	0.0092	0.0005	18.844
16	Sep-14	0.0020	0.0001	18.857
	Total Sep-14	0.8206	0.1048	7.827
	YTD FY 15	12.5028	0.7785	16.060