



42 Dy. Director (Balu Ugate)  
Po Shri Kavi Kadam  
5/2/15 PL put up.

5<sup>th</sup> February, 2015  
CREG/MUM/MERC/15/22

To,  
Principal Secretary  
Maharashtra Electricity Regulatory Commission  
13<sup>th</sup> 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 20<sup>th</sup> 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*  
5/2/15

S R Mehendale  
Group Head-Corporate Regulations

Encl: Appendix

**TATA POWER**

**The Tata Power Company Limited**

Dharavi Receiving Station Regulations Department Matunga Mumbai 400019

Tel 91 22 6717 2636 Telefax 91 22 6717 2603

Registered Office Bombay House 24 Horni Mody Street Mumbai 400 001

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	Q2_FY 14-15										120
	Q3_FY 14-15	4.3	New Connection Inspection of Premises	Urban	120	5591	5711	5648	0	5648	63

S/AT



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	Q2_FY 14-15	4.4	Intimation of Charges where supply from existing Lines	Urban	0	692	692	637	0	637	55
	Q3_FY 14-15										



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
	Q2_FY 14-15										63
3	Q3_FY 14-15	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	63	4892	4955	4930	0	4930	25



**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
4	Q2_FY 14-15										57
	Q3_FY 14-15	4.7	New Connection where supply from existing line	Urban	57	422	479	378	0	378	101



**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
5	Q2_ FY 14-15										1736
	Q3_ FY 14-15	4.8	New Connection where supply after extension/augmentation	Urban	1736	1057	2793	1138	0	1138	1655



**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
	Q2_FY 14-15										5326
6	Q3_FY 14-15	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	5326	505	5831	2008	0	2008	3823





Shifting of Meter/Service Line

(Regulation 4.12 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
7	Q2_FY 14-15										6
	Q3_FY 14-15	4.12	Shifting of Meter/Service Lane	Urban	6	5	11	11	0	11	0

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## 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	
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
8	Oct	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	239	239	237	2	239	0
8	Nov	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	311	311	303	8	311	0
8	Dec	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	364	364	343	21	364	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	Q2_FY 14-15										435
	Q3_FY 14-15	4.13	Change Of Name	Urban	435	4437	4872	4347	0	4347	525



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	Q2_FY 14-15										6
	Q3_FY 14-15	4.13	Change of Category	Urban	6	50	56	52	0	52	4



**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	Class-I Cities/Urban	0	35	35	35	0	35	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	Class-I Cities/Urban	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	Class-I Cities/Urban	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 than 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	4015	4015	3977	38	4015	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	89	89	89	0	89	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	5752	5752	5645	107	5752	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	57	57	57	0	57	0



**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	9	283	292	286	0	286	6



**Replacement of Burnt Meter**

(Regulation 7.4 of MERC, Standards of Performance Regulations, 2014)

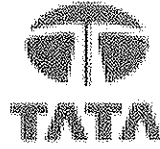
Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	176	176	176	0	176	0



Billing Complaint

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

Sr. No.	SOP Regulation No.	Parameters	Area	Pending Complaint nos. (Previous Quarter)	Complaints in current Quarter (Q3)	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standards of Performance	More than stipulated time	Total Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
21	7.6	Billing Complaint	All zones	0	225	225	225	0	225	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		183	2916	3099	3098	1





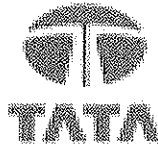
**Annexure-IV**

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	Oct-14	559	12.56	66461	7022	0.106
2	Oct-14	2	17.00	66461	34	0.001
3	Oct-14	2	36.00	66461	72	0.001
4	Oct-14	6	20.17	66461	121	0.002
5	Oct-14	37	10.00	66461	370	0.006
6	Oct-14	100	16.280	66461	1628	0.024
7	Oct-14	2	8.500	66461	17	0.000
8	Oct-14	1	30.00	66461	30	0.0005
9	Oct-14	3	19.000	66461	57	0.001
10	Oct-14	10	24.00	66461	240	0.004
11	Oct-14	27	14.4444	66461	390	0.006
12	Oct-14	156	16.07	66461	2507	0.038
13	Oct-14	23	18.304	66461	421	0.006
14	Oct-14	20	10.650	66461	213	0.003
	<b>Total Oct-14</b>	<b>948</b>	<b>13.842</b>	<b>66461</b>	<b>13122</b>	<b>0.197</b>
	<b>YTD FY 15</b>	<b>51730</b>	<b>16.020</b>	<b>66461</b>	<b>828694</b>	<b>12.469</b>



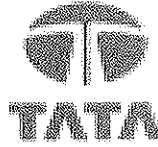
**Annexure-IV**

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	Oct-14	559	559	66461	0.0084
2	Oct-14	2	2	66461	0.0000
3	Oct-14	2	2	66461	0.0000
4	Oct-14	6	6	66461	0.0001
5	Oct-14	37	37	66461	0.0006
6	Oct-14	100	100	66461	0.0015
7	Oct-14	2	2	66461	0.0000
8	Oct-14	1	1	66461	0.0000
9	Oct-14	3	3	66461	0.0000
10	Oct-14	10	10	66461	0.0002
11	Oct-14	27	27	66461	0.0004
12	Oct-14	156	156	66461	0.0023
13	Oct-14	23	23	66461	0.0003
14	Oct-14	20	20	66461	0.0003
	<b>Total Oct-14</b>	<b>948</b>	<b>948</b>	<b>66461</b>	<b>0.0143</b>
	<b>YTD FY 15</b>	<b>51730</b>	<b>51730</b>	<b>66461</b>	<b>0.7784</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Oct-14	0.1057	0.0084	12.56
2	Oct-14	0.0005	0.0000	17.00
3	Oct-14	0.0011	0.0000	36.00
4	Oct-14	0.0018	0.0001	20.17
5	Oct-14	0.0056	0.0006	10.00
6	Oct-14	0.0245	0.0015	16.28
7	Oct-14	0.0003	0.0000	8.50
8	Oct-14	0.0005	0.0000	30.00
9	Oct-14	0.0009	0.0000	19.00
10	Oct-14	0.0036	0.0002	24.00
11	Oct-14	0.0059	0.0004	14.44
12	Oct-14	0.0377	0.0023	16.07
13	Oct-14	0.0063	0.0003	18.30
14	Oct-14	0.0032	0.0003	10.65
	<b>Total Oct-14</b>	<b>0.1974</b>	<b>0.0143</b>	<b>13.842</b>
	<b>YTD FY 15</b>	<b>12.4689</b>	<b>0.7784</b>	<b>16.020</b>



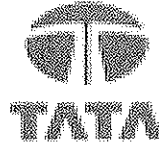
**Annexure-IV**

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	Nov-14	13	10.00	68667	130	0.002
2	Nov-14	1634	25.06	68667	40944	0.596
3	Nov-14	250	16.90	68667	4225	0.062
4	Nov-14	1437	25.33	68667	36401	0.530
5	Nov-14	1618	37.39	68667	60492	0.881
6	Nov-14	2046	12.00	68667	24552	0.358
7	Nov-14	528	15.67	68667	8274	0.120
8	Nov-14	23	15.00	68667	345	0.0050
9	Nov-14	250	12.84	68667	3210	0.047
10	Nov-14	2	10.00	68667	20	0.000
11	Nov-14	96	30.56	68667	2934	0.043
12	Nov-14	292	16.00	68667	4672	0.068
13	Nov-14	197	22.00	68667	4334	0.063
14	Nov-14	250	22.52	68667	5629	0.082
15	Nov-14	197	18.00	68667	3546	0.052
16	Nov-14	100	16.00	68667	1600	0.023
17	Nov-14	234	17.21	68667	4028	0.059
18	Nov-14	23	15.52	68667	357	0.005
19	Nov-14	55	20.73	68667	1140	0.017
20	Nov-14	6	16.67	68667	100	0.001
21	Nov-14	17	14.06	68667	239	0.003
	<b>Total Nov-14</b>	<b>9268</b>	<b>22.353</b>	<b>68667</b>	<b>207172</b>	<b>3.017</b>
	<b>YTD FY 15</b>	<b>60998</b>	<b>16.982</b>	<b>68667</b>	<b>1035866</b>	<b>15.085</b>



**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	Nov-14	13	13	68667	0.0002
2	Nov-14	1634	1634	68667	0.0238
3	Nov-14	250	250	68667	0.0036
4	Nov-14	1437	1437	68667	0.0209
5	Nov-14	1618	1618	68667	0.0236
6	Nov-14	2046	2046	68667	0.0298
7	Nov-14	528	528	68667	0.0077
8	Nov-14	23	23	68667	0.0003
9	Nov-14	250	250	68667	0.0036
10	Nov-14	2	2	68667	0.0000
11	Nov-14	96	96	68667	0.0014
12	Nov-14	292	292	68667	0.0043
13	Nov-14	197	197	68667	0.0029
14	Nov-14	250	250	68667	0.0036
15	Nov-14	197	197	68667	0.0029
16	Nov-14	100	100	68667	0.0015
17	Nov-14	234	234	68667	0.0034
18	Nov-14	23	23	68667	0.0003
19	Nov-14	55	55	68667	0.0008
20	Nov-14	6	6	68667	0.0001
21	Nov-14	17	17	68667	0.0002
	<b>Total Nov-14</b>	<b>9268</b>	<b>9268</b>	<b>68667</b>	<b>0.1350</b>
	<b>YTD FY 15</b>	<b>60998</b>	<b>60998</b>	<b>68667</b>	<b>0.8883</b>



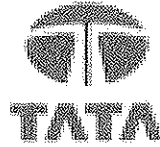
**Annexure-IV**

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	Nov-14	0.0019	0.0002	10.00
2	Nov-14	0.5963	0.0238	25.06
3	Nov-14	0.0615	0.0036	16.90
4	Nov-14	0.5301	0.0209	25.33
5	Nov-14	0.8809	0.0236	37.39
6	Nov-14	0.3576	0.0298	12.00
7	Nov-14	0.1205	0.0077	15.67
8	Nov-14	0.0050	0.0003	15.00
9	Nov-14	0.0467	0.0036	12.84
10	Nov-14	0.0003	0.0000	10.00
11	Nov-14	0.0427	0.0014	30.56
12	Nov-14	0.0680	0.0043	16.00
13	Nov-14	0.0631	0.0029	22.00
14	Nov-14	0.0820	0.0036	22.52
15	Nov-14	0.0516	0.0029	18.00
16	Nov-14	0.0233	0.0015	16.00
17	Nov-14	0.0587	0.0034	17.21
18	Nov-14	0.0052	0.0003	15.52
19	Nov-14	0.0166	0.0008	20.73
20	Nov-14	0.0015	0.0001	16.67
21	Nov-14	0.0035	0.0002	14.06
	<b>Total Nov-14</b>	<b>3.0171</b>	<b>0.1350</b>	<b>22.353</b>
	<b>YTD FY 15</b>	<b>15.0854</b>	<b>0.8883</b>	<b>16.982</b>



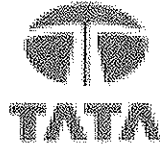
**Annexure-IV**

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	Dec-14	8	21.00	69512	168	0.002
2	Dec-14	51	13.882	69512	708	0.010
3	Dec-14	4	5.00	69512	20	0.000
4	Dec-14	42	5.00	69512	210	0.003
5	Dec-14	292	18.00	69512	5256	0.076
6	Dec-14	132	26.00	69512	3432	0.049
7	Dec-14	3	45.33	69512	136	0.002
8	Dec-14	292	17.000	69512	4964	0.071
9	Dec-14	1	101.00	69512	101	0.001
10	Dec-14	289	18.44	69512	5329	0.077
11	Dec-14	61	14.00	69512	854	0.012
12	Dec-14	1390	16.77	69512	23312	0.335
13	Dec-14	34	13.65	69512	464	0.007
14	Dec-14	17	11.00	69512	187	0.003
15	Dec-14	43	17.74	69512	762.72	0.011
16	Dec-14	6	30.00	69512	180	0.003
17	Dec-14	18	10.11	69512	182	0.003
	<b>Total Dec -14</b>	<b>2683</b>	<b>17.244</b>	<b>69512</b>	<b>46265.7</b>	<b>0.666</b>
	<b>YTD FY14- 15</b>	<b>63681</b>	<b>16.993</b>	<b>69512</b>	<b>1082131.740</b>	<b>15.568</b>



**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	Dec-14	8	8	69512	0.0001
2	Dec-14	51	51	69512	0.0007
3	Dec-14	4	4	69512	0.0001
4	Dec-14	42	42	69512	0.0006
5	Dec-14	292	292	69512	0.0042
6	Dec-14	132	132	69512	0.0019
7	Dec-14	3	3	69512	0.0000
8	Dec-14	292	292	69512	0.0042
9	Dec-14	1	1	69512	0.0000
10	Dec-14	289	289	69512	0.0042
11	Dec-14	61	61	69512	0.0009
12	Dec-14	1390	1390	69512	0.0200
13	Dec-14	34	34	69512	0.0005
14	Dec-14	17	17	69512	0.0002
15	Dec-14	43	43	69512	0.0006
16	Dec-14	6	6	69512	0.0001
17	Dec-14	18	18	69512	0.0003
	<b>Total Dec-14</b>	<b>2683</b>	<b>2683</b>	<b>69512</b>	<b>0.039</b>
	<b>YTD FY 14-15</b>	<b>63681</b>	<b>63681</b>	<b>69512</b>	<b>0.916</b>





**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	Dec-14	0.0024	0.0001	21.00
2	Dec-14	0.0102	0.0007	13.88
3	Dec-14	0.0003	0.0001	5.00
4	Dec-14	0.0030	0.0006	5.00
5	Dec-14	0.0756	0.0042	18.00
6	Dec-14	0.0494	0.0019	26.00
7	Dec-14	0.0020	0.0000	45.33
8	Dec-14	0.0714	0.0042	17.00
9	Dec-14	0.0015	0.0000	101.00
10	Dec-14	0.0767	0.0042	18.44
11	Dec-14	0.0123	0.0009	14.00
12	Dec-14	0.3354	0.0200	16.77
13	Dec-14	0.0067	0.0005	13.65
14	Dec-14	0.0027	0.0002	11.00
15	Dec-14	0.0110	0.0006	17.74
16	Dec-14	0.0026	0.0001	30.00
17	Dec-14	0.0026	0.0003	10.11
	<b>Total Dec-14</b>	<b>0.6656</b>	<b>0.0386</b>	<b>17.244</b>
	<b>YTD FY 14- 15</b>	<b>15.5676</b>	<b>0.9161</b>	<b>16.993</b>