



New Connection Inspection of Premises

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4										30
1	April'18	4.3	Site Visit	New Connection Inspection Permises	30	9715	9745	9303	0	9303	442
	May'18										
	June'18										



Intimation of Charges Where Supply From Existing Lines

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4										25
2	April'18	4.4	Estimate	New Connection-A	25	591	616	594	0	594	22
	May'18										
	June'18										



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	Month	SOP Regulation No	Parameters	Parameters	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	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										1010
3	April'18	4.5 & 4.6	Estimate	New Connection-B & C	1010	9171	10181	9833	0	9833	348
	May'18										
	June'18										



New Connection where supply from Existing Line

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										464
4	April'18	4.7	Supply Release	New Connection-A	464	1031	1495	1042	0	1042	453
	May'18										
	June'18										



New Connection where supply after extension/augmentation

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	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	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										4930
5	April'18	4.8	Supply Release	New Connection-B	4930	3410	8340	2227	0	2227	6113
	May'18										
	June'18										



New Connection where supply after commissioning of Sub-Station

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										3520
6	April'18	4.9	Supply Release	New Connection-C	3520	5108	8628	2173	0	2173	6455
	May'18										
	June'18										



Shifting of Meter/Service Line

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										34
7	April'18	4.12	Shifting of Meter service Line- Supply Released	Shifting of Meter service Line- Supply Released	34	9	43	12	0	12	31
	May'18										
	June'18										



Reconnection of Supply after Payment of Dues

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

Month	SOP regulation	Parameter	Area	Pending complaints (Reconnection Requests)- Nos(D)	Complaints (Reconnection Requests (E))	Total complaints(Total Reconnection requests)F=(D+E)	Within Standards of Performance	More than Stipulated time(H)	Total complaints redressed	Pending complaints
	(A)						(B)		(C)	(G)
Apr-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	710	710	447	40	487	0
May-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	792	792	547	52	599	0
Jun-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	946	946	642	80	722	0



Change of Name

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										76
9	April'18	4.13	Change Of Name	Change Of Name	76	5422	5498	5323	0	5323	175
	May'18										
	June'18										



Change of Category

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

Sr no	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	Q4										32
10	April'18	4.13	Change of Category	Change of Category	32	79	111	102	0	102	9
	May'18										
	June'18										



Complaint of Voltage Variation-Local fault

(Regulation 5.4 (a) of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulati on NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complai nts f=d+e	No. of Complaints addressed			Pending complaintsat end of Qtr. j=f-i
							Within standard of Performance g	More then stipulated time h	Total complaints redressed i=g+h	
	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	59	59	59	0	59	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 f=d+e	No. of Complaints addressed			Pending complaints at end of Qtr. j=f-i
							Within standard of Performance g	More than stipulated time h	Total complaints redressed i=g+h	
	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 than 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 regulati on NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complai nts	No. of Complaints addressed			Pending complaintsat 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	8741	8741	6856	1885	8741	0
			Rural	0	0	0	0	0	0	0



Underground Cable fault

(Regulation 6.3 of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulati on NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complai nts f=d+e	No. of Complaints addressed			Pending complaintsat end of Qtr. j=f-i
							Within standard of Performance g	More then stipulated time h	Total complaints redressed i=g+h	
	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	12757	12757	11485	1272	12757	0
			Rural	0	0	0	0	0	0	0



Meter Reading

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

Sr.no	SOP regulation no	Parameters	Area	pending complaints no's (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 once in every two months		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	1	41	42	38	0	38	4



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	l= g+h	j= f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	271	271	271	0	271	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	l=g+h	j=f-i
21	7.6	Billing Complaint	All zones	0	3	3	3	0	3	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 Distr. Licensee	ref. to overall standards	Faulty meters at start of quarter	Faulty meters added during quarter	Total Faulty Meters	Meters rectified/ replaced	Faulty meters pending at end of quarter
1	Tata Power		12	3238	3250	3169	81



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	7
1	Apr-18	170	10	125710	1713	0.06
2	Apr-18	1868	15	125710	28929	1.03
3	Apr-18	852	27	125710	22820	4.47
4	Apr-18	6	6	125710	36	0.00
5	Apr-18	730	13	125710	9490	0.29
6	Apr-18	323	14	125710	4522	0.14
7	Apr-18	161	0	125710	5762	0.00
8	Apr-18	890	101	125710	89662	5.29
9	Apr-18	2	18	125710	36	0.01
10	Apr-18	192	18	125710	3479	0.21
11	Apr-18	40	7	125710	280	0.01
12	Apr-18	327	7	125710	2283	0.13
13	Apr-18	1984	8	125710	16753	0.51
14	Apr-18	2151	16	125710	35383	1.18
15	Apr-18	42	43	125710	1786	0.11
16	Apr-18	34	17	125710	578	0.02
17	Apr-18	351	10	125710	3510	0.12
18	Apr-18	410	17	125710	6970	0.25
19	Apr-18	255	7	125710	1785	0.35
20	Apr-18	44	27	125710	1197	0.07
21	Apr-18	6	24	125710	142	0.00
22	Apr-18	1	36	125710	36	0.00
	Total April - 18	10839	22	125710	237152	1.88
	YTD FY-19	10839	22	125710	237152	1.88



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	6
1	Apr-18	170	170	125710	0.006
2	Apr-18	1868	1868	125710	0.066
3	Apr-18	852.00	852.00	125710	0.167
4	Apr-18	6	6	125710	0.000
5	Apr-18	730	730	125710	0.022
6	Apr-18	323	323	125710	0.010
7	Apr-18	161	161	125710	0.028
8	Apr-18	890	890	125710	0.053
9	Apr-18	2	2	125710	0.000
10	Apr-18	192	192	125710	0.011
11	Apr-18	40	40	125710	0.001
12	Apr-18	327	327	125710	0.019
13	Apr-18	1984	1984	125710	0.060
14	Apr-18	2151	2151	125710	0.071
15	Apr-18	42	42	125710	0.002
16	Apr-18	34	34	125710	0.001
17	Apr-18	351	351	125710	0.012
18	Apr-18	410	410	125710	0.015
19	Apr-18	255	255	125710	0.050
20	Apr-18	44	44	125710	0.003
21	Apr-18	6	6	125710	0.000
22	Apr-18	1	1	125710	0.000
	Total April - 18	10839	10839	125710	0.086
	YTD FY-19	10839	10839	125710	0.086



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-18	0.06	0.01	10.08
2	Apr-18	1.03	0.07	15.49
3	Apr-18	4.47	0.17	26.78
4	Apr-18	0.00	0.00	6.00
5	Apr-18	0.29	0.02	13.00
6	Apr-18	0.14	0.01	14.00
7	Apr-18	0.00	0.03	0
8	Apr-18	5.29	0.05	100.74
9	Apr-18	0.01	0.00	18.00
10	Apr-18	0.21	0.01	18.12
11	Apr-18	0.01	0.00	7.00
12	Apr-18	0.13	0.02	6.98
13	Apr-18	0.51	0.06	8.44
14	Apr-18	1.18	0.07	16.45
15	Apr-18	0.11	0.00	42.52
16	Apr-18	0.02	0.00	17.00
17	Apr-18	0.12	0.01	10.00
18	Apr-18	0.25	0.01	17.00
19	Apr-18	0.35	0.05	7.00
20	Apr-18	0.07	0.00	27.20
21	Apr-18	0.00	0.00	23.67
22	Apr-18	0.00	0.00	36.00
	Total	1.88	0.09	21.87
	April - 18	1.88	0.09	21.87
	YTD FY-19	1.88	0.09	21.87



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	7
1	Jun-18	6	6	129054	36	0.00
2	Jun-18	946	17	129054	16382	0.54
3	Jun-18	153	38	129054	5760	0.18
4	Jun-18	313	25	129054	7825	1.15
5	Jun-18	2384	14	129054	33376	0.97
6	Jun-18	338	21	129054	7098	0.24
7	Jun-18	206	20	129054	4120	0.67
8	Jun-18	49	7	129054	356	0.01
9	Jun-18	279	63	129054	17494	0.55
10	Jun-18	2	11	129054	22	0.00
11	Jun-18	86	30	129054	2580	0.14
12	Jun-18	2454	14	129054	34356	1.00
13	Jun-18	992	72	129054	70969	3.96
14	Jun-18	96	19	129054	1824	0.10
15	Jun-18	921	117	129054	108029	3.40
16	Jun-18	2	21	129054	42	0.01
17	Jun-18	289	13	129054	3866	0.22
18	Jun-18	423	15	129054	6345	0.18
19	Jun-18	14	33	129054	462	0.03
	Total June - 18	9953	32	129054	320942	2.48
	YTD FY-19	50420	27	129054	1371576	10.62



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	6
1	Jun-18	6	6	129054	0.00
2	Jun-18	946	946	129054	0.03
3	Jun-18	153	153	129054	0.00
4	Jun-18	313	313	129054	0.05
5	Jun-18	2384	2384	129054	0.07
6	Jun-18	338	338	129054	0.01
7	Jun-18	206	206	129054	0.03
8	Jun-18	49	49	129054	0.00
9	Jun-18	279	279	129054	0.01
10	Jun-18	2	2	129054	0.00
11	Jun-18	86	86	129054	0.00
12	Jun-18	2454	2454	129054	0.07
13	Jun-18	992	992	129054	0.06
14	Jun-18	96	96	129054	0.01
15	Jun-18	921	921	129054	0.03
16	Jun-18	2	2	129054	0.00
17	Jun-18	289	289	129054	0.02
18	Jun-18	423	423	129054	0.01
19	Jun-18	14	14	129054	0.00
Total June - 18		9953	9953	129054	0.08
YTD FY-19		50420	50420	129054	0.39



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-18	0.00	0.00	6.00
2	Jun-18	0.54	0.03	17.32
3	Jun-18	0.18	0.00	37.65
4	Jun-18	1.15	0.05	25.00
5	Jun-18	0.97	0.07	14.00
6	Jun-18	0.24	0.01	21.00
7	Jun-18	0.67	0.03	20.00
8	Jun-18	0.01	0.00	7.27
9	Jun-18	0.55	0.01	62.70
10	Jun-18	0.00	0.00	11.00
11	Jun-18	0.14	0.00	30.00
12	Jun-18	1.00	0.07	14.00
13	Jun-18	3.96	0.06	71.54
14	Jun-18	0.10	0.01	19.00
15	Jun-18	3.40	0.03	117.30
16	Jun-18	0.01	0.00	21.00
17	Jun-18	0.22	0.02	13.38
18	Jun-18	0.18	0.01	15.00
19	Jun-18	0.03	0.00	33.00
	Total June - 18	2.48	0.08	32.24
	YTD FY-19	10.62	0.39	27.20



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	7
1	May-18	1	35.00	127135	35	0.00
2	May-18	414	12.59	127135	5212	0.18
3	May-18	270	7.04	127135	1902	0.06
4	May-18	137	16.82	127135	2305	0.07
5	May-18	1618	14.00	127135	22652	0.66
6	May-18	401	21.70	127135	8700	0.27
7	May-18	332	19.48	127135	6466	0.22
8	May-18	3035	33.22	127135	100815	2.93
9	May-18	829	24.84	127135	20596	0.65
10	May-18	351	16.97	127135	5956	0.34
11	May-18	1995	22.42	127135	44729	1.40
12	May-18	272	8.00	127135	2176	0.37
13	May-18	1	20.00	127135	20	0.00
14	May-18	2207	17.76	127135	39203	1.14
15	May-18	319	7.00	127135	2233	0.07
16	May-18	109	15.00	127135	1635	0.09
17	May-18	257	33.09	127135	8503	0.49
18	May-18	959	14.00	127135	13426	0.42
19	May-18	363	39.00	127135	14157	2.38
20	May-18	141	19.91	127135	2807	0.16
21	May-18	143	31.59	127135	4517	0.26
22	May-18	226	21.08	127135	4764	0.80
23	May-18	1	629.00	127135	629	0.02
24	May-18	483	33.68	127135	16269	2.53
25	May-18	906	11.00	127135	9966	0.29
26	May-18	1	16.00	127135	16	0.00
27	May-18	1216	20.39	127135	24800	0.72
28	May-18	1900	18.02	127135	34244	5.33
29	May-18	1660	30.67	127135	50908	2.92
30	May-18	386	11.00	127135	4246	0.12
31	May-18	1495	43.92	127135	65658	2.06
32	May-18	572	61.23	127135	35022	5.45
33	May-18	630	66.19	127135	41699	2.39
34	May-18	1	63.00	127135	63	0.00
35	May-18	14	14.86	127135	208	0.01
36	May-18	1621	84.05	127135	136247	3.96
37	May-18	968	19.39	127135	18768	2.92
38	May-18	603	30.00	127135	18090	1.04
39	May-18	2219	14.59	127135	32378	1.07
40	May-18	1	42.00	127135	42	0.01
41	May-18	570	20.00	127135	11400	1.68
42	May-18	1	20.00	127135	20	0.00
	Total May - 18	29628	27.45	127135	813482	6.39
	YTD FY-19	40467	25.96	127135	1050634	8.26



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	6
1	May-18	1	1	127135	0.00
2	May-18	414	414	127135	0.01
3	May-18	270	270	127135	0.01
4	May-18	137	137	127135	0.00
5	May-18	1618	1618	127135	0.05
6	May-18	401	401	127135	0.01
7	May-18	332	332	127135	0.01
8	May-18	3035	3035	127135	0.09
9	May-18	829	829	127135	0.03
10	May-18	351	351	127135	0.02
11	May-18	1995	1995	127135	0.06
12	May-18	272	272	127135	0.05
13	May-18	1	1	127135	0.00
14	May-18	2207	2207	127135	0.06
15	May-18	319	319	127135	0.01
16	May-18	109	109	127135	0.01
17	May-18	257	257	127135	0.01
18	May-18	959	959	127135	0.03
19	May-18	363	363	127135	0.06
20	May-18	141	141	127135	0.01
21	May-18	143	143	127135	0.01
22	May-18	226	226	127135	0.04
23	May-18	1	1	127135	0.00
24	May-18	483	483	127135	0.08
25	May-18	906	906	127135	0.03
26	May-18	1	1	127135	0.00
27	May-18	1216	1216	127135	0.04
28	May-18	1900	1900	127135	0.30
29	May-18	1660	1660	127135	0.10
30	May-18	386	386	127135	0.01
31	May-18	1495	1495	127135	0.05
32	May-18	572	572	127135	0.09
33	May-18	630	630	127135	0.04
34	May-18	1	1	127135	0.00
35	May-18	14	14	127135	0.00
36	May-18	1621	1621	127135	0.05
37	May-18	968	968	127135	0.15
38	May-18	603	603	127135	0.03
39	May-18	2219	2219	127135	0.07
40	May-18	1	1	127135	0.00
41	May-18	570	570	127135	0.08
42	May-18	1	1	127135	0.00
	Total May - 18	29268	29268	127135	0.23
	YTD FY-19	40467	40467	127135	0.32



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-18	0.00	0.00	35.00
2	May-18	0.18	0.01	12.59
3	May-18	0.06	0.01	7.04
4	May-18	0.07	0.00	16.82
5	May-18	0.66	0.05	14.00
6	May-18	0.27	0.01	21.70
7	May-18	0.22	0.01	19.48
8	May-18	2.93	0.09	33.22
9	May-18	0.65	0.03	24.84
10	May-18	0.34	0.02	16.97
11	May-18	1.40	0.06	22.42
12	May-18	0.37	0.05	8.00
13	May-18	0.00	0.00	20.00
14	May-18	1.14	0.06	17.76
15	May-18	0.07	0.01	7.00
16	May-18	0.09	0.01	15.00
17	May-18	0.49	0.01	33.09
18	May-18	0.42	0.03	14.00
19	May-18	2.38	0.06	39.00
20	May-18	0.16	0.01	19.91
21	May-18	0.26	0.01	31.59
22	May-18	0.80	0.04	21.08
23	May-18	0.02	0.00	629.00
24	May-18	2.53	0.08	33.68
25	May-18	0.29	0.03	11.00
26	May-18	0.00	0.00	16.00
27	May-18	0.72	0.04	20.39
28	May-18	5.33	0.30	18.02
29	May-18	2.92	0.10	30.67
30	May-18	0.12	0.01	11.00
31	May-18	2.06	0.05	43.92
32	May-18	5.45	0.09	61.23
33	May-18	2.39	0.04	66.19
34	May-18	0.00	0.00	63.00
35	May-18	0.01	0.00	14.86
36	May-18	3.96	0.05	84.05
37	May-18	2.92	0.15	19.39
38	May-18	1.04	0.03	30.00
39	May-18	1.07	0.07	14.59
40	May-18	0.01	0.00	42.00
41	May-18	1.68	0.08	20.00
42	May-18	0.00	0.00	20.00
	Total May - 18	6.39	0.23	27.45
	YTD FY-19	8.26	0.32	25.96