



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	l=g+h	j=f-i
	Q2										139
1	Octy'18	4.3	Site Visit	New Connection Inspection Permises	139	4548	4687	4502	0	4502	185
	Nov'18										
	Dec'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	l=g+h	j=f-i
	Q2										26
2	Octy'18	4.4	Estimate	New Connection-A	26	137	163	135	0	135	28
	Nov'18										
	Dec'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 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
	Q2										348
3	Octy'18	4.5 & 4.6	Estimate	New Connection-B & C	348	4428	4776	3988	0	3988	788
	Nov'18										
	Dec'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
	Q2										339
4	Octy'18	4.7	Supply Release	New Connection-A	339	181	520	182	0	182	338
	Nov'18										
	Dec'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 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
	Q2										7108
5	Octy'18	4.8	Supply Release	New Connection-B	7108	2529	9637	2695	0	2695	6942
	Nov'18										
	Dec'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
	Q2										6536
6	Octy'18	4.9	Supply Release	New Connection-C	6536	408	6944	1618	0	1618	5326
	Nov'18										
	Dec'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
	Q2										4
7	Octy'18	4.12	Shifting of Meter service Line- Supply Released	Shifting of Meter service Line- Supply Released	4	2	6	6	0	6	0
	Nov'18										
	Dec'18										



Reconnection of Supply after Payment of Dues

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

Sr No	Month	SOP regulation	Parameter	Area	Pending complaints	Complaints (Reconnection Requests (E))	Total complaints (Total Reconnection requests) F=(D+E)	No of complaints addressed (Reconnection request addressed)			Pending complaints
		(A)			(B)			(C)	(Reconnection Requests)-Nos(D)	Within Standards of Performance	
		(A)	(B)	(C)	(Reconnection Requests)-Nos(D)	(E)	F=(D+E)	(G)	(H)	I=G+H	J=F-I
8	Oct-18	6.1	Reconnection of supply after payment of dues	Class- I Cities / Urban	0	925	925	826	99	925	0
8	Nov-18	6.1	Reconnection of supply after payment of dues	Class- I Cities / Urban	0	967	967	861	106	967	0
8	Dec-18	6.1	Reconnection of supply after payment of dues	Class- I Cities / Urban	0	1265	1265	1168	97	1265	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
	Q2										266
9	Octy'18	4.13	Change Of Name	Change Of Name	266	6468	6734	6539	0	6539	195
	Nov'18										
	Dec'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
	Q2										5
10	Octy'18	4.13	Change of Category	Change of Category	5	105	110	108	0	108	2
	Nov'18										
	Dec'18										



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	58	58	58	0	58	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 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 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	4713	4713	4304	409	4713	0
			Rural	0	0	0	0	0	0	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	3	3	3	0	3	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	l= g+h	j= f-i
19	7.3	Replacement of faulty meter	Class I Cities	0	52	52	51	0	51	1



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	141	141	141	0	141	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	10	10	10	0	10	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		69	2640	2709	2703	6



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	Oct-18	117	13.06	132016	1528	0.043
2	Oct-18	433	13.00	132016	5629	0.305
3	Oct-18	103	8.00	132016	824	0.027
4	Oct-18	1	26.00	132016	26	0.004
5	Oct-18	3	13.00	132016	39	0.001
6	Oct-18	400	18.00	132016	7200	0.236
7	Oct-18	103	9.00	132016	927	0.030
8	Oct-18	34	58.82	132016	2000	0.066
9	Oct-18	224	25.00	132016	5600	0.184
10	Oct-18	812	27.30	132016	22165	0.727
11	Oct-18	1774	11.55	132016	20496	0.578
12	Oct-18	97	7.00	132016	679	0.037
Total October - 18		4101	16.36	132016	67113	0.508
	YTD FY-19	75540	24.12	132016	1822458	13.800



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	Oct-18	117	117	132016	0.003
2	Oct-18	433	433	132016	0.023
3	Oct-18	103	103	132016	0.003
4	Oct-18	1	1	132016	0.000
5	Oct-18	3	3	132016	0.000
6	Oct-18	400	400	132016	0.013
7	Oct-18	103	103	132016	0.003
8	Oct-18	34	34	132016	0.001
9	Oct-18	224	224	132016	0.007
10	Oct-18	812	812	132016	0.027
11	Oct-18	1774	1774	132016	0.050
12	Oct-18	97	97	132016	0.005
Total October - 18		4101	4101	132016	0.031
YTD FY-19		75540	75540	132016	0.572



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	Oct-18	0.043	0.003	13.060
2	Oct-18	0.305	0.023	13.000
3	Oct-18	0.027	0.003	8.000
4	Oct-18	0.004	0.000	26.000
5	Oct-18	0.001	0.000	13.000
6	Oct-18	0.236	0.013	18.000
7	Oct-18	0.030	0.003	9.000
8	Oct-18	0.066	0.001	58.824
9	Oct-18	0.184	0.007	25.000
10	Oct-18	0.727	0.027	27.297
11	Oct-18	0.578	0.050	11.554
12	Oct-18	0.037	0.005	7.000
Total October - 18		0.51	0.03	16.36
	YTD FY-19	13.80	0.57	24.12



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	Nov-18	455	6.646	132016	3024	0.163
2	Nov-18	86	10.907	132016	938	0.029
3	Nov-18	85	80.000	132016	6800	0.367
4	Nov-18	103	13.796	132016	1421	0.178
5	Nov-18	265	14.000	132016	3710	0.123
6	Nov-18	4	15.000	132016	60	0.008
7	Nov-18	78	35.000	132016	2730	0.090
8	Nov-18	1	18.000	132016	18	0.001
9	Nov-18	10	20.000	132016	200	0.007
10	Nov-18	455	14.000	132016	6370	0.344
11	Nov-18	7	20.000	132016	140	0.005
12	Nov-18	3	31.000	132016	93	0.003
13	Nov-18	74	21.000	132016	1554	0.084
14	Nov-18	358	28.047	132016	10041	0.332
15	Nov-18	170	7.176	132016	1220	0.040
16	Nov-18	449	20.893	132016	9381	0.310
17	Nov-18	461	6.000	132016	2766	0.091
18	Nov-18	2	21.000	132016	42	0.001
19	Nov-18	891	13.000	132016	11583	0.357
Total November - 18		3957	15.690	132016	62091	0.470
	YTD FY-19	79497	23.700	132016	1884549	14.270



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	Nov-18	455	455	132016	0.025
2	Nov-18	86	86	132016	0.003
3	Nov-18	85	85	132016	0.005
4	Nov-18	103	103	132016	0.013
5	Nov-18	265	265	132016	0.009
6	Nov-18	4	4	132016	0.001
7	Nov-18	78	78	132016	0.003
8	Nov-18	1	1	132016	0.000
9	Nov-18	10	10	132016	0.000
10	Nov-18	455	455	132016	0.025
11	Nov-18	7	7	132016	0.000
12	Nov-18	3	3	132016	0.000
13	Nov-18	74	74	132016	0.004
14	Nov-18	358	358	132016	0.012
15	Nov-18	170	170	132016	0.006
16	Nov-18	449	449	132016	0.015
17	Nov-18	461	461	132016	0.015
18	Nov-18	2	2	132016	0.000
19	Nov-18	891	891	132016	0.027
Total November - 18		3957	3957	132016	0.030
YTD FY-19		79497	79497	132016	0.602



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-18	0.163	0.025	6.646
2	Nov-18	0.029	0.003	10.907
3	Nov-18	0.367	0.005	80.000
4	Nov-18	0.178	0.013	13.796
5	Nov-18	0.123	0.009	14.000
6	Nov-18	0.008	0.001	15.000
7	Nov-18	0.090	0.003	35.000
8	Nov-18	0.001	0.000	18.000
9	Nov-18	0.007	0.000	20.000
10	Nov-18	0.344	0.025	14.000
11	Nov-18	0.005	0.000	20.000
12	Nov-18	0.003	0.000	31.000
13	Nov-18	0.084	0.004	21.000
14	Nov-18	0.332	0.012	28.047
15	Nov-18	0.040	0.006	7.176
16	Nov-18	0.310	0.015	20.893
17	Nov-18	0.091	0.015	6.000
18	Nov-18	0.001	0.000	21.000
19	Nov-18	0.357	0.027	13.000
Total November - 18		0.470	0.030	15.690
YTD FY-19		14.270	0.602	23.700



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	Dec-18	2	37.00	132661	74	0.002
2	Dec-18	809	12.089	132661	9780	0.300
3	Dec-18	674	6.240	132661	4206	0.116
4	Dec-18	645	10.000	132661	6450	0.347
5	Dec-18	39	16.00	132661	624	0.088
6	Dec-18	115	21.00	132661	2415	0.130
7	Dec-18	4	22.000	132661	88	0.003
8	Dec-18	1688	13.58	132661	22928	0.704
9	Dec-18	10	6.00	132661	60	0.000
10	Dec-18	1	11.00	132661	11	0.000
11	Dec-18	2	24.000	132661	48	0.002
12	Dec-18	52	9.73	132661	506	0.016
13	Dec-18	9	24.00	132661	216	0.007
14	Dec-18	8	12.00	132661	96	0.003
15	Dec-18	1	18.00	132661	18	0.003
16	Dec-18	1	24.00	132661	24	0.003
Total December - 18		4060	11.71	132661	47544	0.357
YTD FY-19		83557	23.12	132661	1932093	14.560



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	Dec-18	2	2	132661	0.0001
2	Dec-18	809	809	132661	0.0249
3	Dec-18	674	674	132661	0.0187
4	Dec-18	645	645	132661	0.0347
5	Dec-18	39	39	132661	0.0055
6	Dec-18	115	115	132661	0.0062
7	Dec-18	4	4	132661	0.0001
8	Dec-18	1688	1688	132661	0.0519
9	Dec-18	10	10	132661	0.0012
10	Dec-18	1	1	132661	0.0000
11	Dec-18	2	2	132661	0.0001
12	Dec-18	52	52	132661	0.0017
13	Dec-18	9	9	132661	0.0003
14	Dec-18	8	8	132661	0.0002
15	Dec-18	1	1	132661	0.0001
16	Dec-18	1	1	132661	0.0001
Total December - 18		4060	4060	132661	0.0306
YTD FY-19		83557	83557	132661	0.6299



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-18	0.0024	0.0001	37.00
2	Dec-18	0.3005	0.0249	12.09
3	Dec-18	0.1164	0.0187	6.24
4	Dec-18	0.3467	0.0347	10.00
5	Dec-18	0.0883	0.0055	16.00
6	Dec-18	0.1298	0.0062	21.00
7	Dec-18	0.0029	0.0001	22.00
8	Dec-18	0.7044	0.0519	13.58
9	Dec-18	0.0004	0.0012	6.00
10	Dec-18	0.0004	0.0000	11.00
11	Dec-18	0.0016	0.0001	24.00
12	Dec-18	0.0165	0.0017	9.73
13	Dec-18	0.0066	0.0003	24.00
14	Dec-18	0.0029	0.0002	12.00
15	Dec-18	0.0025	0.0001	18.00
16	Dec-18	0.0034	0.0001	24.00
	Total December - 18	0.36	0.03	11.71
	YTD FY-19	14.56	0.63	23.12