

Dy Director (S. Rokade)



MERC
Date 4/8/15
No. 1786

3rd August, 2015
CREG/MUM/MERC/2015/212

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

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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 as per **Annexure II** i.e. Report of individual Complaints where Compensation has been paid, there was no case where compensation was paid for non-observance of Standards of Performance for this Quarter.

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,

Handwritten signature
3/8/15

S R Mehendale
Group Head-Corporate Regulations (WR)

Encl: Appendix

TATA POWER

The Tata Power Company Limited

Dharavi Receiving Station Regulations Department Matunga Mumbai 400019

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CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com



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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	Q4_FY 14-15										646
	Q1_FY 15-16	4.3	New Connection Inspection of Premises	Urban	646	5740	6386	6367	0	6367	19



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	Q4_FY 14-15										0
	Q1_FY 15-16	4.4	Intimation of Charges where supply from existing Lines	Urban	0	318	318	294	0	294	24



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 14-15										19
3	Q1_FY 15-16	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	19	6049	6068	4753	0	4753	1315



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 14-15										72
4	Q1_FY 15-16	4.7	New Connection where supply from existing line	Urban	72	270	342	214	0	214	128



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 14-15										2076
5	Q1_FY 15-16	4.8	New Connection where supply after extension/augmentation	Urban	2076	3005	5081	2331	0	2331	2750



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 14-15										4546
6	Q1_FY 15-16	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	4546	225	4771	1595	0	1595	3176



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 Regressed	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 14-15										9
	Q1_FY 15-16	4.12	Shifting of Meter/ Service Lane	Urban	9	35	44	17	0	17	27



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			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
8	April	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	118	118	116	2	118	0
8	May	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	110	110	105	5	110	0
8	June	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	190	190	181	9	190	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
	Q4_FY 14-15										525
9	Q1_FY 15-16	4.13	Change Of Name	Urban	525	4061	4586	4264	0	4264	322



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 14-15										4
10	Q1_FY 15-16	4.13	Change of Category	Urban	4	107	111	68	0	68	43



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	171	171	163	8	171	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	6122	6122	250	5872	6122	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	21	21	2	19	21	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	8568	8568	1520	7048	8568	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	92	92	27	65	92	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	2	45	47	40	0	40	7



Replacement of Burnt Meter

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

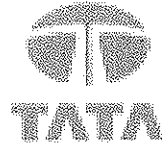
Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	202	202	195	0	195	7



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	433	433	433	0	433	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		5	1904	1909	1751	158



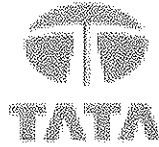
Annexure-IV

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-15	2	48.00	75575	96	0.001
2	Apr-15	274	19.59	75575	5368	0.071
3	Apr-15	2285	26.00	75575	59410	0.786
4	Apr-15	202	23.20	75575	4687	0.062
5	Apr-15	450	8.39	75575	3777	0.050
6	Apr-15	1	32.00	75575	32	0.000
7	Apr-15	402	11.81	75575	4748	0.063
8	Apr-15	295	46.99	75575	13861	0.183
9	Apr-15	12	5.00	75575	60	0.001
10	Apr-15	627	37.29	75575	23378	0.309
11	Apr-15	280	5.00	75575	1400	0.019
12	Apr-15	188	13.38	75575	2516	0.033
13	Apr-15	759	12.06	75575	9151	0.121
14	Apr-15	42	25.02	75575	1051	0.014
15	Apr-15	52	26.31	75575	1368	0.018
16	Apr-15	2	4.00	75575	8	0.0001
17	Apr-15	164	10.00	75575	1640	0.0217
18	Apr-15	149.00	33.42	75575	4979	0.066
19	Apr-15	68	12.06	75575	820	0.011
20	Apr-15	2060	13.662	75575	28144	0.372
21	Apr-15	164	42.45	75575	6962	0.092
22	Apr-15	158	6.00	75575	948	0.013
23	Apr-15	317	66.00	75575	20922	0.277
24	Apr-15	36	16.97	75575	611	0.008
25	Apr-15	270	17.16	75575	4634	0.061
26	Apr-15	1	14.00	75575	14	0.000
	Total Apr-15	9260	21.66	75575	200585	2.654
	YTD FY 15-16	9260	21.66	75575	200585	2.654



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-15	2	2	75575	0.0000
2	Apr-15	274	274	75575	0.0036
3	Apr-15	2285	2285	75575	0.0302
4	Apr-15	202	202	75575	0.0027
5	Apr-15	450	450	75575	0.0060
6	Apr-15	1	1	75575	0.0000
7	Apr-15	402	402	75575	0.0053
8	Apr-15	295	295	75575	0.0039
9	Apr-15	12	12	75575	0.0002
10	Apr-15	627	627	75575	0.0083
11	Apr-15	280	280	75575	0.0037
12	Apr-15	188	188	75575	0.0025
13	Apr-15	759	759	75575	0.0100
14	Apr-15	42	42	75575	0.0006
15	Apr-15	52	52	75575	0.0007
16	Apr-15	2	2	75575	0.0000
17	Apr-15	164	164	75575	0.0022
18	Apr-15	149.00	149.00	75575	0.0020
19	Apr-15	68	68	75575	0.00090
20	Apr-15	2060	2060	75575	0.0273
21	Apr-15	164	164	75575	0.0022
22	Apr-15	158	158	75575	0.0021
23	Apr-15	317	317	75575	0.0042
24	Apr-15	36	36	75575	0.0005
25	Apr-15	270	270	75575	0.0036
26	Apr-15	1	1	75575	0.0000
	Total Apr-15	9260	9260	75575	0.1225
	YTD FY 15-16	9260	9260	75575	0.1225



Annexure-IV

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

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

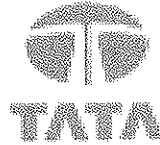
Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Apr-15	0.001	0.0000	48.00
2	Apr-15	0.071	0.0036	19.59
3	Apr-15	0.786	0.0302	26.00
4	Apr-15	0.062	0.0027	23.20
5	Apr-15	0.050	0.0060	8.39
6	Apr-15	0.000	0.0000	32.00
7	Apr-15	0.063	0.0053	11.81
8	Apr-15	0.183	0.0039	46.99
9	Apr-15	0.001	0.0002	5.00
10	Apr-15	0.309	0.0083	37.29
11	Apr-15	0.019	0.0037	5.00
12	Apr-15	0.033	0.0025	13.38
13	Apr-15	0.121	0.0100	12.06
14	Apr-15	0.014	0.0006	25.02
15	Apr-15	0.018	0.0007	26.31
16	Apr-15	0.000	0.0000	4.00
17	Apr-15	0.022	0.0022	10.00
18	Apr-15	0.066	0.0020	33.42
19	Apr-15	0.011	0.0009	12.06
20	Apr-15	0.372	0.0273	13.66
21	Apr-15	0.092	0.0022	42.45
22	Apr-15	0.013	0.0021	6.00
23	Apr-15	0.277	0.0042	66.00
24	Apr-15	0.008	0.0005	16.97
25	Apr-15	0.061	0.0036	17.16
26	Apr-15	0.000	0.0000	14.00
	Total Apr-15	2.654	0.1225	21.66
	YTD FY 15-16	2.654	0.1225	21.66



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-15	2029	7.00	76859	14203	0.185
2	May-15	621	20.97	76859	13025	0.169
3	May-15	176	15.91	76859	2801	0.036
4	May-15	1936	9.14	76859	17688	0.230
5	May-15	164	13.110	76859	2150	0.028
6	May-15	130	22.00	76859	2860	0.037
7	May-15	158	7.000	76859	1106	0.014
8	May-15	1895	20.00	76859	37900	0.493
9	May-15	512	23.39	76859	11978	0.156
10	May-15	3240	40.04	76859	129744	1.688
11	May-15	82	82.00	76859	6724	0.087
12	May-15	246	63.00	76859	15498	0.202
13	May-15	71	16.000	76859	1136	0.015
14	May-15	2790	9.00	76859	25110	0.327
15	May-15	23	10.261	76859	236	0.003
16	May-15	1	33.00	76859	33	0.0004
17	May-15	441	19.041	76859	8397	0.1093
18	May-15	17	7.000	76859	119	0.002
19	May-15	210	7.000	76859	1470	0.019
20	May-15	1527	16.19	76859	24722	0.322
21	May-15	82	8.00	76859	656	0.009
22	May-15	115	10.21	76859	1174	0.015
23	May-15	1	18.00	76859	18	0.000
24	May-15	388	13.99	76859	5428	0.071
25	May-15	385	19.45	76859	7487	0.097
26	May-15	1141	8.00	76859	9128	0.119
27	May-15	2350	8.028	76859	18866	0.245
28	May-15	148	26.00	76859	3848	0.050
29	May-15	107	8.00	76859	856	0.011
30	May-15	2791	11.00	76859	30701	0.399
31	May-15	1122	24.78	76859	27802	0.362
32	May-15	151	19.88	76859	3002	0.039
33	May-15	5	14.00	76859	70	0.001
	Total May-15	25055	17.00	76859	425936	5.542
	YTD FY 15-16	34315	18.26	76859	626521	8.152



Annexure-IV

Performance Report regarding Reliability Indices
 (2) System Average Interruption Frequency Index (SAIFI)
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

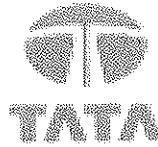
Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions = Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	
1	May-15	2029	2029	76859	0.0264
2	May-15	621	621	76859	0.0081
3	May-15	176	176	76859	0.0023
4	May-15	1936	1936	76859	0.0252
5	May-15	164	164	76859	0.0021
6	May-15	130	130	76859	0.0017
7	May-15	158	158	76859	0.0021
8	May-15	1895	1895	76859	0.0247
9	May-15	512	512	76859	0.0067
10	May-15	3240	3240	76859	0.0422
11	May-15	82	82	76859	0.0011
12	May-15	246	246	76859	0.0032
13	May-15	71	71	76859	0.0009
14	May-15	2790	2790	76859	0.0363
15	May-15	23	23	76859	0.0003
16	May-15	1	1	76859	0.0000
17	May-15	441	441	76859	0.0057
18	May-15	17	17	76859	0.0002
19	May-15	210	210	76859	0.00273
20	May-15	1527	1527	76859	0.0199
21	May-15	82	82	76859	0.0011
22	May-15	115	115	76859	0.0015
23	May-15	1	1	76859	0.0000
24	May-15	388	388	76859	0.0050
25	May-15	385	385	76859	0.0050
26	May-15	1141	1141	76859	0.0148
27	May-15	2350	2350	76859	0.0306
28	May-15	148	148	76859	0.0019
29	May-15	107	107	76859	0.0014
30	May-15	2791	2791	76859	0.0363
31	May-15	1122	1122	76859	0.0146
32	May-15	151	151	76859	0.0020
33	May-15	5	5	76859	0.0001
	Total May-15	25055	25055	76859	0.3260
	YTD FY 15-16	34315	34315	76859	0.4465



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-15	0.185	0.0264	7.00
2	May-15	0.169	0.0081	20.97
3	May-15	0.036	0.0023	15.91
4	May-15	0.230	0.0252	9.14
5	May-15	0.028	0.0021	13.11
6	May-15	0.037	0.0017	22.00
7	May-15	0.014	0.0021	7.00
8	May-15	0.493	0.0247	20.00
9	May-15	0.156	0.0067	23.39
10	May-15	1.688	0.0422	40.04
11	May-15	0.087	0.0011	82.00
12	May-15	0.202	0.0032	63.00
13	May-15	0.015	0.0009	16.00
14	May-15	0.327	0.0363	9.00
15	May-15	0.003	0.0003	10.26
16	May-15	0.000	0.0000	33.00
17	May-15	0.109	0.0057	19.04
18	May-15	0.002	0.0002	7.00
19	May-15	0.019	0.0027	7.00
20	May-15	0.322	0.0199	16.19
21	May-15	0.009	0.0011	8.00
22	May-15	0.015	0.0015	10.21
23	May-15	0.000	0.0000	18.00
24	May-15	0.071	0.0050	13.99
25	May-15	0.097	0.0050	19.45
26	May-15	0.119	0.0148	8.00
27	May-15	0.245	0.0306	8.03
28	May-15	0.050	0.0019	26.00
29	May-15	0.011	0.0014	8.00
30	May-15	0.399	0.0363	11.00
31	May-15	0.362	0.0146	24.78
32	May-15	0.039	0.0020	19.88
33	May-15	0.001	0.0001	14.00
	Total May-15	5.542	0.3260	17.00
	YTD FY 15-16	8.152	0.4465	18.26



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-15	36	21.58	79268	777	0.010
2	Jun-15	48	20.00	79268	960	0.012
3	Jun-15	60	18.28	79268	1097	0.014
4	Jun-15	5	14.00	79268	70	0.001
5	Jun-15	1	10.000	79268	10	0.000
6	Jun-15	248	14.42	79268	3575	0.045
7	Jun-15	250	15.000	79268	3750	0.047
8	Jun-15	416	41.00	79268	17056	0.215
9	Jun-15	1	27.00	79268	27	0.000
10	Jun-15	489	58.50	79268	28606	0.361
11	Jun-15	1	6.00	79268	6	0.000
12	Jun-15	2	10.00	79268	20	0.000
13	Jun-15	531	9.000	79268	4779	0.060
14	Jun-15	29	20.00	79268	580	0.007
15	Jun-15	14	14.857	79268	208	0.003
	Total Jun-15	2131	28.87	79268	61521	0.776
	YTD FY 15-16	36446	18.88	79268	688042	8.680



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-15	36	36	79268	0.0005
2	Jun-15	48	48	79268	0.0006
3	Jun-15	60	60	79268	0.0008
4	Jun-15	5	5	79268	0.0001
5	Jun-15	1	1	79268	0.0000
6	Jun-15	248	248	79268	0.0031
7	Jun-15	250	250	79268	0.0032
8	Jun-15	416	416	79268	0.0052
9	Jun-15	1	1	79268	0.0000
10	Jun-15	489	489	79268	0.0062
11	Jun-15	1	1	79268	0.0000
12	Jun-15	2	2	79268	0.0000
13	Jun-15	531	531	79268	0.0067
14	Jun-15	29	29	79268	0.0004
15	Jun-15	14	14	79268	0.0002
	Total Jun-15	2131	2131	79268	0.0269
	YTD FY 15-16	36446	36446	79268	0.4598



Annexure-IV

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

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

Sr.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jun-15	0.010	0.0005	21.58
2	Jun-15	0.012	0.0006	20.00
3	Jun-15	0.014	0.0008	18.28
4	Jun-15	0.001	0.0001	14.00
5	Jun-15	0.000	0.0000	10.00
6	Jun-15	0.045	0.0031	14.42
7	Jun-15	0.047	0.0032	15.00
8	Jun-15	0.215	0.0052	41.00
9	Jun-15	0.000	0.0000	27.00
10	Jun-15	0.361	0.0062	58.50
11	Jun-15	0.000	0.0000	6.00
12	Jun-15	0.000	0.0000	10.00
13	Jun-15	0.060	0.0067	9.00
14	Jun-15	0.007	0.0004	20.00
15	Jun-15	0.003	0.0002	14.86
	Total Jun-15	0.776	0.0269	28.87
	YTD FY 15-16	8.680	0.4598	18.88