

RAVISHR



<b>MERC</b>
Date ..... 2/11/15
No. .... 3261

2757/c

2<sup>nd</sup> November, 2015  
CREG/MUM/MERC/2015/298

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

*Handwritten initials/signature*

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 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: S R Mehendale*  
*2/11/15*

S R Mehendale  
Group Head-Corporate Regulations (WR)

Encl: Appendix

**TATA POWER**

**The Tata Power Company Limited**

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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)

	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
1	Q1_FY 15-16										19
	Q2_FY 15-16	4.3	New Connection Inspection of Premises	Urban	19	2916	2935	2733	0	2733	202

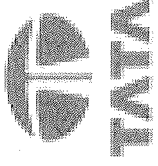
2733/19



Intimation of Charges Where Supply From Existing Lines

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

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 15-16										24
2	4.4	Intimation of Charges where supply from existing Lines	Urban	24	183	207	200	0	200	7



**Intimation of Charges where supply to dedicated or after extension/augmentation**

(Regulation 4.5 & 4.6 of MERC, Standards of Performance Regulations, 2014)

	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 15-16										1315
3	Q2_FY 15-16	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	1315	2733	4048	3700	0	3700	348



New Connection where supply from Existing Line

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

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 15-16										128
4	4.7	New Connection where supply from existing line	Urban	128	218	346	217	0	217	129

24911



New Connection where supply after extension/augmentation

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

	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 15-16										2750
5	Q2_FY 15-16	4.8	New Connection where supply after extension/augmentation	Urban	2750	1784	4534	1185	0	1185	3349



**New Connection where supply after commissioning of Sub-Station**

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

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 15-16										3176
6	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	3176	610	3786	1785	0	1785	2001





**Shifting of Meter/Service Line**

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

	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
7	Q1_FY 15-16										27
	Q2_FY 15-16	4.12	Shifting of Meter/ Service Lane	Urban	27	62	89	35	0	35	54



## 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	July	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	315	315	307	8	315	0
8	August	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	329	329	325	4	329	0
8	September	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	269	269	266	3	269	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	l=g+h	j=f-i
9	Q1_FY 15-16										179
	Q2_FY 15-16	4.13	Change Of Name	Urban	179	4763	4942	4835	0	4835	107



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 15-16										41
	Q2_FY 15-16	4.13	Change of Category	Urban	41	291	332	307	0	307	25



**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	67	67	67	0	67	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	4523	4523	243	4280	4523	0

270110





**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	19	19	0	19	19	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	5295	5295	2440	2855	5295	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	114	114	76	38	114	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	7	1554	1561	1527	0	1527	34



**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 performanc	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	7	173	180	180	0	180	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	470	470	470	0	470	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		158	4345	4503	4416	87





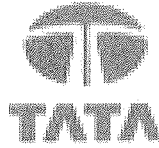
**Annexure-IV**

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	
1	Jul-15	124	26.23	81232	3253	0.040
2	Jul-15	266	9.00	81232	2394	0.029
3	Jul-15	64	10.00	81232	640	0.008
4	Jul-15	6	41.67	81232	250	0.003
5	Jul-15	58	19.93	81232	1156	0.014
6	Jul-15	631	9.98	81232	6296	0.078
7	Jul-15	29	32.97	81232	956	0.012
8	Jul-15	199	10.2111	81232	2032	0.025
	<b>Total July-15</b>	<b>1377</b>	<b>12.33</b>	<b>81232</b>	<b>16977</b>	<b>0.209</b>
	<b>YTD FY 15-16</b>	<b>37823</b>	<b>18.64</b>	<b>81232</b>	<b>705019</b>	<b>8.679</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	42186	124	124	81232	0.001526492
2	42186	266	266	81232	0.003274572
3	42186	64	64	81232	0.000787867
4	42186	6	6	81232	7.38625E-05
5	42186	58	58	81232	0.000714004
6	42186	631	631	81232	0.007767875
7	42186	29	29	81232	0.000357002
8	42186	199	199	81232	0.002449773
	<b>Total July-15</b>	<b>1377</b>	<b>1377</b>	<b>81232</b>	<b>0.016951448</b>
	<b>YTD FY 15-16</b>	<b>37823</b>	<b>37823</b>	<b>81232</b>	<b>0.465616998</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	42186	0.040045795	0.001526492	26.23387097
2	42186	0.029471144	0.003274572	9
3	42186	0.007878669	0.000787867	10
4	42186	0.003077605	7.38625E-05	41.66666667
5	42186	0.014230845	0.000714004	19.93103448
6	42186	0.077506401	0.007767875	9.977812995
7	42186	0.011768761	0.000357002	32.96551724
8	42186	0.025014773	0.002449773	10.21105528
	<b>Total July-15</b>	<b>0.208993993</b>	<b>0.016951448</b>	<b>12.32897603</b>
	<b>YTD FY 15-16</b>	<b>8.679079673</b>	<b>0.465616998</b>	<b>18.63995453</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	Aug-15	113	11.97	83511	1353	0.016
2	Aug-15	160	30.57	83511	4891	0.059
3	Aug-15	62	7.66	83511	475	0.006
4	Aug-15	6	19.67	83511	118	0.001
5	Aug-15	1058	7.50	83511	7937	0.095
6	Aug-15	13	10.00	83511	130	0.002
7	Aug-15	92	8.49	83511	781	0.009
	<b>Total Aug-15</b>	<b>1504</b>	<b>10.43</b>	<b>83511</b>	<b>15685</b>	<b>0.188</b>
	<b>YTD FY 15-16</b>	<b>39327</b>	<b>18.33</b>	<b>83511</b>	<b>705019</b>	<b>8.442</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	Aug-15	113	113	83511	0.0014
2	Aug-15	160	160	83511	0.0019
3	Aug-15	62	62	83511	0.0007
4	Aug-15	6	6	83511	0.0001
5	Aug-15	1058	1058	83511	0.0127
6	Aug-15	13	13	83511	0.0002
7	Aug-15	92	92	83511	0.0011
	Total Aug-15	1504	1504	83511	0.0180
	<b>YTD FY 15-16</b>	<b>39327</b>	<b>39327</b>	<b>83511</b>	<b>0.4709</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	Aug-15	0.016	0.0014	11.97
2	Aug-15	0.059	0.0019	30.57
3	Aug-15	0.006	0.0007	7.66
4	Aug-15	0.001	0.0001	19.67
5	Aug-15	0.095	0.0127	7.50
6	Aug-15	0.002	0.0002	10.00
7	Aug-15	0.009	0.0011	8.49
	Total July-15	0.188	0.0180	10.43
	<b>YTD FY 15-16</b>	<b>8.442</b>	<b>0.4709</b>	<b>17.93</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	Sep-15	2323	10.64	84559	24707	0.292
2	Sep-15	709	6.27	84559	4446	0.053
3	Sep-15	2	43.00	84559	86	0.001
4	Sep-15	124	6.00	84559	744	0.009
5	Sep-15	160	32.45	84559	5192	0.061
6	Sep-15	101	31.02	84559	3133	0.037
7	Sep-15	966	13.37	84559	12911	0.153
8	Sep-15	859	13.01	84559	11179	0.132
9	Sep-15	62	10.00	84559	620	0.007
10	Sep-15	759	12.00	84559	9108	0.108
11	Sep-15	621	9.40	84559	5838	0.069
12	Sep-15	101	28.93	84559	2922	0.035
13	Sep-15	486	20.03	84559	9735	0.115
14	Sep-15	6	68.00	84559	408	0.005
15	Sep-15	26	21.7692	84559	566	0.007
16	Sep-15	488	21.97	84559	10719	0.127
17	Sep-15	297	13.71	84559	4071	0.048
	<b>Total Sep-15</b>	<b>8090</b>	<b>13.15</b>	<b>84559</b>	<b>106385</b>	<b>1.258</b>
	<b>YTD FY 15-16</b>	<b>47417</b>	<b>17.44</b>	<b>84559</b>	<b>826447</b>	<b>9.774</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	Sep-15	2323	2323	84559	0.0275
2	Sep-15	709	709	84559	0.0084
3	Sep-15	2	2	84559	0.0000
4	Sep-15	124	124	84559	0.0015
5	Sep-15	160	160	84559	0.0019
6	Sep-15	101	101	84559	0.0012
7	Sep-15	966	966	84559	0.0114
8	Sep-15	859	859	84559	0.0102
9	Sep-15	62	62	84559	0.0007
10	Sep-15	759	759	84559	0.0090
11	Sep-15	621	621	84559	0.0073
12	Sep-15	101	101	84559	0.0012
13	Sep-15	486	486	84559	0.0057
14	Sep-15	6	6	84559	0.0001
15	Sep-15	26	26	84559	0.0003
16	Sep-15	488	488	84559	0.0058
17	Sep-15	297	297	84559	0.0035
	<b>Total Sep-15</b>	<b>8090</b>	<b>8090</b>	<b>84559</b>	<b>0.0957</b>
	<b>YTD FY 15-16</b>	<b>47417</b>	<b>47417</b>	<b>84559</b>	<b>0.5608</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	Sep-15	0.292	0.0275	10.64
2	Sep-15	0.053	0.0084	6.27
3	Sep-15	0.001	0.0000	43.00
4	Sep-15	0.009	0.0015	6.00
5	Sep-15	0.061	0.0019	32.45
6	Sep-15	0.037	0.0012	31.02
7	Sep-15	0.153	0.0114	13.37
8	Sep-15	0.132	0.0102	13.01
9	Sep-15	0.007	0.0007	10.00
10	Sep-15	0.108	0.0090	12.00
11	Sep-15	0.069	0.0073	9.40
12	Sep-15	0.035	0.0012	28.93
13	Sep-15	0.115	0.0057	20.03
14	Sep-15	0.005	0.0001	68.00
15	Sep-15	0.007	0.0003	21.77
16	Sep-15	0.127	0.0058	21.97
17	Sep-15	0.048	0.0035	13.71
	<b>Total Sep-15</b>	<b>1.258</b>	<b>0.0957</b>	<b>13.15</b>
	<b>YTD FY 15-16</b>	<b>9.774</b>	<b>0.5608</b>	<b>17.43</b>