



4<sup>th</sup> February, 2016  
CREG/MUM/MERC/2016/27

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 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,

*S R Mehendale*  
4/2/16  
S R Mehendale  
Head- Regulations (MO)

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

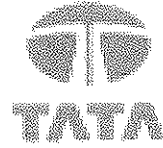
Registered Office: Bombay House 24 Homi Mody Street Mumbai 400 001

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



List of Reports as per MERC Standards of Performance Regulations, 2014

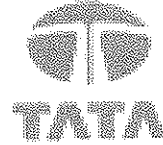
Sr. No	Report	Annexure	Regulation Section	
1	New Connection (including Temporary Connection)/Additional Load/ Reduction of Load	Annexure I	4.3 to 4.9	
2	Shifting of meters / service lines		4.12	
3	Change of name and change of tariff category		4.13	
4	Complaints regarding Voltage Variation		5.4 (a) to (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)

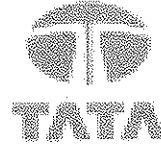
	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
1	Q2_FY 15-16										202
	Q3_FY 15-16	4.3	New Connection Inspection of Premises	Urban	202	5423	5625	5488	0	5488	137



**Intimation of Charges Where Supply From Existing Lines**

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

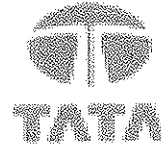
	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
2	Q2_FY 15-16										7
	Q3_FY 15-16	4.4	Intimation of Charges where supply from existing Lines	Urban	7	175	182	163	0	163	19



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

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

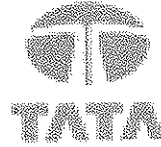
	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
3	Q2_FY 15-16										348
	Q3_FY 15-16	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	348	5248	5596	5381	0	5381	215



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	l=g+h	j=f-i
4	Q2_FY 15-16										129
	Q3_FY 15-16	4.7	New Connection where supply from existing line	Urban	129	112	241	226	0	226	15



**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	l=g+h	j=f-i
5	Q2_FY 15-16										3349
	Q3_FY 15-16	4.8	New Connection where supply after extention/augmentation	Urban	3349	1649	4998	1041	0	1041	3957

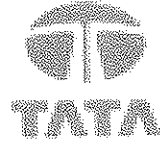


**New Connection where supply after commissioning of Sub-Station**

(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	l=g+h	j=f-i
6	Q2_FY 15-16										2001
	Q3_FY 15-16	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	2001	1221	3222	1002	0	1002	2220

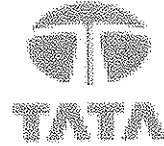




Shifting of Meter/Service Line

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

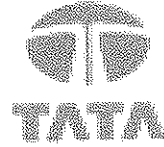
	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
7	Q2_FY 15-16										54
	Q3_FY 15-16	4.12	Shifting of Meter/ Service Lane	Urban	54	21	75	22	0	22	53



### 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	October	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	329	329	325	4	329	0
8	November	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	294	294	292	2	294	0
8	December	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	464	464	458	6	464	0



Change of Name

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

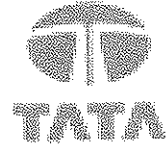
Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
9	Q2_FY 15-16										107
	Q3_FY 15-16	4.13	Change Of Name	Urban	107	3908	4015	3812	0	3812	203



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 15-16										25
	Q3_FY 15-16	4.13	Change of Category	Urban	25	52	77	63	0	63	14



**Complaint of Voltage Variation-Local fault**

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

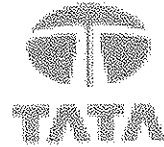
Sr. No.	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
11	5.4 (a)	Complaint of Voltage Variation-Local fault		0	57	57	57	0	57	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

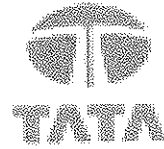


Fuse off call

(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	4868	4868	854	4280	4868	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	0	0	0	0	0	0



Underground Cable fault

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

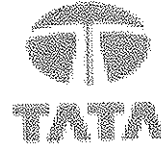
Sr. No.	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
16	6.3	Underground cable fault	Class-I Cities/Urban	0	5430	5430	3082	2348	5430	0



**Transformer Failure**

(Regulation 6.4 of MERC, Standards of Performance Regulations, 2014)

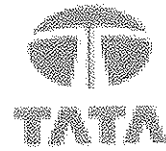
Sr. No.	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More then stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
17	6.4	Transformer Failure	Class-I Cities/Urban	0	107	107	104	3	107	0



**Meter Reading**

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

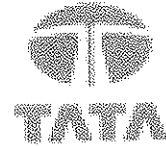
Sr. no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
18	7.2	Meter Reading		0	0	0	0	0	0	0



**Replacement of Faulty Meter**

(Regulation 7.3 of MERC, Standards of Performance Regulations, 2014)

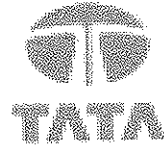
Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
19	7.3	Replacement of faulty meter	Class I Cities	34	1195	1229	1213	0	1213	16



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	201	201	201	0	201	0



**Billing Complaint**

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

Sr. No.	SDP 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	714	714	714	0	714	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		87	2975	3062	3028	34





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-15	4	29.50	85844	118	0.001
2	Oct-15	41	10.00	85844	410	0.005
3	Oct-15	20	24.00	85844	480	0.006
4	Oct-15	297	14.00	85844	4158	0.048
5	Oct-15	120	17.00	85844	2040	0.024
6	Oct-15	264	9.00	85844	2376	0.028
7	Oct-15	470	7.00	85844	3288	0.038
8	Oct-15	122	17.00	85844	2074	0.024
9	Oct-15	21	9.00	85844	189	0.002
	Total Oct-15	1359	11.14	85844	15133	0.176
	YTD FY 15-16	48737	17.26	85844	841500	9.800



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	Ni = Total number of consumers of the distribution Licensee area	SAIFI = 4/5
1	2	3	4	5	
1	Oct-15	4	4	85844	0.0000
2	Oct-15	41	41	85844	0.0005
3	Oct-15	20	20	85844	0.0002
4	Oct-15	297	297	85844	0.0035
5	Oct-15	120	120	85844	0.0014
6	Oct-15	264	264	85844	0.0031
7	Oct-15	470	470	85844	0.0055
8	Oct-15	122	122	85844	0.0014
9	Oct-15	21	21	85844	0.0002
	<b>Total Oct-15</b>	<b>1359</b>	<b>1359</b>	<b>85844</b>	<b>0.0158</b>
	<b>YTD FY 15-16</b>	<b>48737</b>	<b>48737</b>	<b>85844</b>	<b>0.5680</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	Oct-15	0.001	0.0000	29.50
2	Oct-15	0.005	0.0005	10.00
3	Oct-15	0.006	0.0002	24.00
4	Oct-15	0.048	0.0035	14.00
5	Oct-15	0.024	0.0014	17.00
6	Oct-15	0.028	0.0031	9.00
7	Oct-15	0.038	0.0055	7.00
8	Oct-15	0.024	0.0014	17.00
9	Oct-15	0.002	0.0002	9.00
	Total Oct-15	0.176	0.0158	11.14
	YTD FY 15-16	9.800	0.5680	17.26



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	N= Number of consumers who experienced a sustained interruption on th feeder	R= Restoration time for each interruption event on th feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (R*N) for all feeders excluding agri Feeders)	SAIDI = 6/5
1	2	3	4	5	6	
1	Nov-15	1	48.00	85844	48	0.001
2	Nov-15	21	11.00	85844	231	0.003
3	Nov-15	942	33.59	85844	31640	0.369
4	Nov-15	871	14.89	85844	12965	0.151
5	Nov-15	859	12.50	85844	10741	0.125
6	Nov-15	51	11.88	85844	606	0.007
7	Nov-15	1	20.00	85844	20	0.000
8	Nov-15	1394	18.01	85844	25108	0.292
9	Nov-15	3	7.00	85844	21	0.000
10	Nov-15	489	10.90	85844	5332	0.062
11	Nov-15	160	24.88	85844	3981	0.046
12	Nov-15	254	18.70	85844	4751	0.055
13	Nov-15	421	7.00	85844	2947	0.034
	Total Nov-15	5467	18.00	85844	98391	1.146
	YTD FY 15	54239	17.33	85844	939971	10.950



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-15	1	1	85844	0.0000
2	Nov-15	21	21	85844	0.0002
3	Nov-15	942	942	85844	0.0110
4	Nov-15	871	871	85844	0.0101
5	Nov-15	859	859	85844	0.0100
6	Nov-15	51	51	85844	0.0006
7	Nov-15	1	1	85844	0.0000
8	Nov-15	1394	1394	85844	0.0162
9	Nov-15	3	3	85844	0.0000
10	Nov-15	489	489	85844	0.0057
11	Nov-15	160	160	85844	0.0019
12	Nov-15	254	254	85844	0.0030
13	Nov-15	421	421	85844	0.0049
	<b>Total Nov-15</b>	<b>5467</b>	<b>5467</b>	<b>85844</b>	<b>0.0637</b>
	<b>YTD FY 15</b>	<b>54239</b>	<b>54239</b>	<b>85844</b>	<b>0.6318</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		4	5
1	Nov-15	0.0006	0.0000	48.00
2	Nov-15	0.0027	0.0002	11.00
3	Nov-15	0.3686	0.0110	33.59
4	Nov-15	0.1510	0.0101	14.89
5	Nov-15	0.1251	0.0100	12.50
6	Nov-15	0.0071	0.0006	11.88
7	Nov-15	0.0002	0.0000	20.00
8	Nov-15	0.2925	0.0162	18.01
9	Nov-15	0.0002	0.0000	7.00
10	Nov-15	0.0621	0.0057	10.90
11	Nov-15	0.0464	0.0019	24.88
12	Nov-15	0.0553	0.0030	18.70
13	Nov-15	0.0343	0.0049	7.00
	Total Nov-15	1.1462	0.0637	18.00
	YTD FY 15	10.9498	0.6318	17.33



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 th feeder	RI = Restoration time for each interruption event on th feeder	Nt = Total number of consumers of the distribution licenses area	Sum (RI*NI) for all feeders excluding agril. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	
1	Dec-15	124	26.90	88117	3336	0.038
2	Dec-15	2	41.00	88117	82	0.001
3	Dec-15	23	7.00	88117	161	0.002
4	Dec-15	2	41.00	88117	82	0.001
5	Dec-15	32	21.03	88117	673	0.008
6	Dec-15	1	36.00	88117	36	0.000
7	Dec-15	171	11.00	88117	1881	0.021
8	Dec-15	3	30.33	88117	91	0.001
9	Dec-15	122	25.00	88117	3050	0.035
10	Dec-15	255	17.89	88117	4562	0.052
11	Dec-15	107	23.66	88117	2532	0.029
12	Dec-15	248	10.65	88117	2640	0.030
13	Dec-15	42	34.81	88117	1462	0.017
14	Dec-15	1672	11.00	88117	18392	0.209
15	Dec-15	357	14.31	88117	5109	0.058
16	Dec-15	746	25.01	88117	18656	0.212
17	Dec-15	46	17.28	88117	795	0.009
	Total Dec-15	3953	16.24	88117	64213	0.729
	YTD FY 15	58192	17.26	88117	1004394	11.398



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-15	124	124	88117	0.0014
2	Dec-15	2	2	88117	0.0000
3	Dec-15	23	23	88117	0.0003
4	Dec-15	2	2	88117	0.0000
5	Dec-15	32	32	88117	0.0004
6	Dec-15	1	1	88117	0.0000
7	Dec-15	171	171	88117	0.0019
8	Dec-15	3	3	88117	0.0000
9	Dec-15	122	122	88117	0.0014
10	Dec-15	255	255	88117	0.0029
11	Dec-15	107	107	88117	0.0012
12	Dec-15	248	248	88117	0.0028
13	Dec-15	42	42	88117	0.0005
14	Dec-15	1672	1672	88117	0.0190
15	Dec-15	357	357	88117	0.0041
16	Dec-15	746	746	88117	0.0085
17	Dec-15	46	46	88117	0.0005
	Total Dec-15	3953	3953	88117	0.0449
	YTD FY 15	58192	58192	88117	0.6604





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			5
1	Dec-15	0.038	0.0014	27.00
2	Dec-15	0.001	0.0000	44.06
3	Dec-15	0.002	0.0003	7.66
4	Dec-15	0.001	0.0000	44.06
5	Dec-15	0.008	0.0004	22.03
6	Dec-15	0.000	0.0000	0.00
7	Dec-15	0.021	0.0019	10.82
8	Dec-15	0.001	0.0000	29.37
9	Dec-15	0.004	0.0014	2.53
10	Dec-15	0.052	0.0029	17.97
11	Dec-15	0.029	0.0012	23.88
12	Dec-15	0.030	0.0028	10.66
13	Dec-15	0.017	0.0005	35.67
14	Dec-15	0.209	0.0190	11.01
15	Dec-15	0.058	0.0041	14.32
16	Dec-15	0.212	0.0085	25.04
17	Dec-15	0.009	0.0005	17.24
	<b>Total Dec-15</b>	<b>0.729</b>	<b>0.0449</b>	<b>16.24</b>
	<b>YTD FY 15</b>	<b>11.398</b>	<b>0.6604</b>	<b>17.26</b>