

28th April, 2016
CREG/MUM/MERC/2016/105

To,
Principal Secretary
Maharashtra Electricity Regulatory Commission
13th 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 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,


28/4/16

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 Horni 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

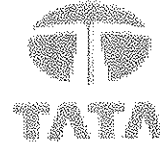
| Sr. No | Report | Annexure | Regulation Section |
|--------|------------------------------------------------------------------------------------|--------------|--------------------|
| 1 | New Connection (including Temporary Connection)/Additional Load/ Reduction of Load | | 4.3 to 4.9 |
| 2 | Shifting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

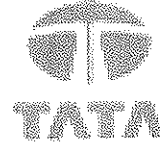
| | Quarter | SOP Regulation No. | Parameters | Area | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard Of Performance | More Than Stipulated Time | Total Complaints Redressed | Pending Complaints End Of the Qtr |
|---|-------------|--------------------|---------------------------------------|-------|-----------------------|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | a | b | c | d | e | f=d+e | g | h | l=g+h | j=f-i |
| 1 | Q3_FY 15-16 | | | | | | | | | | 137 |
| | Q4_FY 15-16 | 4.3 | New Connection Inspection of Premises | Urban | 137 | 4193 | 4330 | 4282 | 0 | 4282 | 48 |



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 |
| 2 | Q3_FY 15-16 | | | | | | | | | | 19 |
| | Q4_FY 15-16 | 4.4 | Intimation of Charges where supply from existing Lines | Urban | 19 | 190 | 209 | 189 | 0 | 189 | 20 |



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

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

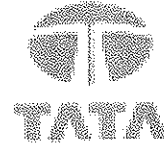
| | Quarter | SOP Regulation No. | Parameters | Area | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard Of Performance | More Than Stipulated Time | Total Complaints Redressed | Pending Complaints End Of the Qtr |
|---|-------------|--------------------|---------------------------------------------------------------------------------|-------|-----------------------|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | a | b | c | d | e | f=d+e | g | h | l=g+h | j=f-i |
| 3 | Q3_FY 15-16 | | | | | | | | | | 215 |
| | Q4_FY 15-16 | 4.5 & 4.6 | Intimation of Charges where supply to dedicated or after extension/augmentation | Urban | 215 | 4003 | 4218 | 3896 | 0 | 3896 | 322 |



New Connection where supply from Existing Line

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

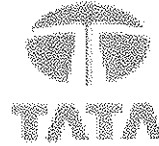
| | Quarter | SOP Regulation No. | Parameters | Area | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard Of Performance | More Than Stipulated Time | Total Complaints Redressed | Pending Complaints End Of the Qtr |
|---|-------------|--------------------|------------------------------------------------|-------|-----------------------|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | a | b | c | d | e | f=d+e | g | h | l=g+h | j=f-i |
| 4 | Q3_FY 15-16 | | | | | | | | | | 15 |
| | Q4_FY 15-16 | 4.7 | New Connection where supply from existing line | Urban | 15 | 180 | 195 | 189 | 0 | 189 | 6 |



New Connection where supply after extension/augmentation

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

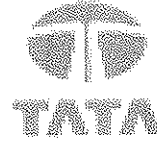
| | Quarter | SOP Regulation No. | Parameters | Area | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard Of Performance | More Than Stipulated Time | Total Complaints Redressed | Pending Complaints End Of the Qtr |
|---|-------------|--------------------|---------------------------------------------------------|-------|-----------------------|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | a | b | c | d | e | f=d+e | g | h | i=g+h | j=f-i |
| 5 | Q3_FY 15-16 | | | | | | | | | | 3957 |
| | Q4_FY 15-16 | 4.8 | New Connection where supply after extention/augentation | Urban | 3957 | 1806 | 5763 | 2072 | 0 | 2072 | 3691 |



New Connection where supply after commissioning of Sub-Station

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

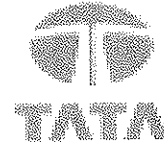
| | Quarter | SOP Regulation No. | Parameters | Area | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard Of Performance | More Than Stipulated Time | Total Complaints Redressed | Pending Complaints End Of the Qtr |
|---|-------------|--------------------|----------------------------------------------------------------------|-------|-----------------------|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | a | b | c | d | e | f=d+e | g | h | l=g+h | j=f-i |
| 6 | Q3_FY 15-16 | | | | | | | | | | 2220 |
| | Q4_FY 15-16 | 4.9 | New Connection where supply after after commissioning of Sub-Station | Urban | 2220 | 2568 | 4788 | 1379 | 0 | 1379 | 3409 |



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 | l=g+h | j=f-i |
| 7 | Q3_FY 15-16 | | | | | | | | | | 53 |
| | Q4_FY 15-16 | 4.12 | Shifting of Meter/ Service Lane | Urban | 53 | 14 | 67 | 42 | 0 | 42 | 25 |



Reconnection of Supply after Payment of Dues

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

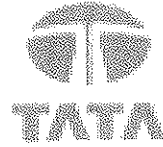
| Sr. No | Month | SOP Regulation No | Parameters | Area | Pending Complaints Nos (Reconnection Requests) | Complaints in Current Qtr (Reconnection Requests) | Total Complaints (Total Reconnection Requests) | No. of Complaints Addressed | | | Pending complaints at the end of Qtr |
|--------|----------|-------------------|----------------------------------------------|-----------------------|------------------------------------------------|---------------------------------------------------|------------------------------------------------|---------------------------------|---------------------------|----------------------------|--------------------------------------|
| | | | | | | | | 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 | January | 6.10 | Reconnection of supply after payment of dues | Class- I Cities/Urban | 0 | 431 | 431 | 429 | 2 | 431 | 0 |
| 8 | February | 6.10 | Reconnection of supply after payment of dues | Class- I Cities/Urban | 0 | 530 | 530 | 516 | 14 | 530 | 0 |
| 8 | March | 6.10 | Reconnection of supply after payment of dues | Class- I Cities/Urban | 0 | 474 | 474 | 471 | 3 | 474 | 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 | Q3_FY 15-16 | | | | | | | | | | 203 |
| | Q4_FY 15-16 | 4.13 | Change Of Name | Urban | 203 | 4697 | 4900 | 4770 | 0 | 4770 | 130 |



Change of Category

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

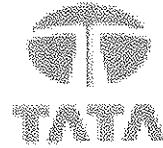
| Sr. No | Quarter | SOP Regulation No. | Parameters | Area | Pending Compliant Nos | Complaints In Current Qtr. | Total Complaints | With In Standard Of Performance | More Than Stipulated Time | Total Complaints Redressed | Pending Complaints End Of the Qtr |
|--------|-------------|--------------------|--------------------|-------|-----------------------|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | a | b | c | d | e | f=d+e | g | h | l=g+h | j=f-i |
| 10 | Q3_FY 15-16 | | | | | | | | | | 14 |
| | Q4_FY 15-16 | 4.13 | Change of Category | Urban | 14 | 84 | 98 | 78 | 0 | 78 | 20 |



Complaint of Voltage Variation-Local fault

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

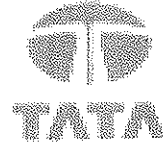
| Sr. No. | SOP Regulation No. | Parameters | Area | Pending complaint Nos. (Previous Quarter) | Complaints in current Qtr. | Total Complaints | No. of Complaints addressed | | | Pending complaints at end of Qtr. |
|---------|--------------------|--------------------------------------------|------|-------------------------------------------|----------------------------|------------------|--------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | | 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)

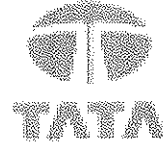
| Sr. No. | SOP Regulation No. | Parameters | Area | Pending complaint Nos. (Previous Quarter) | Complaints in current Qtr. | Total Complaints | No. of Complaints addressed | | | Pending complaints at end of Qtr. |
|---------|--------------------|-------------------------------------------------------------------|------|-------------------------------------------|----------------------------|------------------|--------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | | 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)

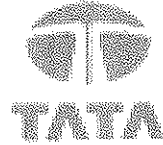
| Sr. No. | SOP Regulation No. | Parameters | Area | Pending complaint Nos. (Previous Quarter) | Complaints in current Qtr. | Total Complaints | No. of Complaints addressed | | | Pending complaints at end of Qtr. |
|---------|--------------------|---------------|----------------------|-------------------------------------------|----------------------------|------------------|--------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | | 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 | 2844 | 2844 | 634 | 2210 | 2844 | 0 |



Break down of Over head Line

(Regulation 6.2 of MERC, Standards of Performance Regulations, 2014)

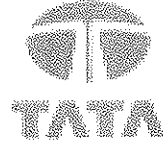
| Sr. No. | SOP Regulation No. | Parameters | Area | Pending complaint Nos. (Previous Quarter) | Complaints in current Qtr. | Total Complaints | No. of Complaints addressed | | | Pending complaints at end of Qtr. |
|---------|--------------------|------------------------------|----------------------|-------------------------------------------|----------------------------|------------------|--------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | | 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 | 1 | 1 | 1 | 0 | 1 | 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 | 4225 | 4225 | 2396 | 1829 | 4225 | 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 | 55 | 55 | 55 | 0 | 55 | 0 |



Meter Reading

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

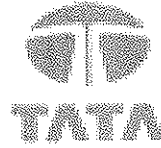
| Sr. no. | SOP Regulation no. | Parameters | Area | Pending complaints nos. (Previous Quarter) | Complaints in Current Qtr | Total Complaints | Within Standards of performance | More than stipulated time | Total complaints redressed | Pending Complaints at end of Qtr |
|---------|--------------------|---------------|------|--------------------------------------------|---------------------------|------------------|---------------------------------|---------------------------|----------------------------|----------------------------------|
| | 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)

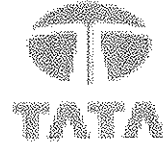
| Sr.no. | SOP Regulation no. | Parameters | Area | Pending complaints nos. (Previous Quarter) | Complaints in Current Qtr | Total Complaints | Within Standards of performance | More than stipulated time | Total complaints redressed | Pending Complaints at end of Qtr |
|--------|--------------------|-----------------------------|----------------|--------------------------------------------|---------------------------|------------------|---------------------------------|---------------------------|----------------------------|----------------------------------|
| | 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 | 16 | 347 | 363 | 357 | 0 | 357 | 6 |



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 | 174 | 174 | 174 | 0 | 174 | 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 | 86 | 86 | 86 | 0 | 86 | 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 | | 34 | 1932 | 1966 | 1942 | 24 |



Annexure-IV

Performance Report regarding Reliability Indices

(I) 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 | Ri= Restoration time for each interruption event on th 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 | Jan-16 | 609 | 12.00 | 89071 | 7308 | 0.082 |
| 2 | Jan-16 | 395 | 7.00 | 89071 | 2765 | 0.031 |
| 3 | Jan-16 | 2 | 17.00 | 89071 | 34 | 0.000 |
| 4 | Jan-16 | 955 | 16.90 | 89071 | 16135 | 0.181 |
| 5 | Jan-16 | 53 | 17.00 | 89071 | 901 | 0.010 |
| 6 | Jan-16 | 2 | 13.00 | 89071 | 26 | 0.000 |
| 7 | Jan-16 | 742 | 7.52 | 89071 | 5582 | 0.063 |
| 8 | Jan-16 | 2 | 13.00 | 89071 | 26 | 0.000 |
| 9 | Jan-16 | 269 | 9.00 | 89071 | 2421 | 0.027 |
| 10 | Jan-16 | 819 | 33.68 | 89071 | 27588 | 0.310 |
| 11 | Jan-16 | 45 | 12.00 | 89071 | 540 | 0.006 |
| 12 | Jan-16 | 14 | 20.43 | 89071 | 286 | 0.003 |
| 13 | Jan-16 | 805 | 10.09 | 89071 | 8120 | 0.091 |
| 14 | Jan-16 | 109 | 10.00 | 89071 | 1090 | 0.012 |
| 15 | Jan-16 | 14 | 12.64 | 89071 | 177 | 0.002 |
| 16 | Jan-16 | 245 | 26.00 | 89071 | 6370 | 0.072 |
| 17 | Jan-16 | 14 | 24.00 | 89071 | 336 | 0.004 |
| | Total Jan-16 | 5094 | 15.65 | 89071 | 79705 | 0.895 |
| | YTD FY 15 | 63286 | 17.16 | 89071 | 1083889 | 12.169 |



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 | Nt=Total number of consumers of the distribution Licensees area | SAIFI = 4/5 |
|---------|--------------|---------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------------|-------------|
| 1 | 2 | 3 | 4 | 5 | |
| 1 | Jan-16 | 609 | 609 | 89071 | 0.0068 |
| 2 | Jan-16 | 395 | 395 | 89071 | 0.0044 |
| 3 | Jan-16 | 2 | 2 | 89071 | 0.0000 |
| 4 | Jan-16 | 955 | 955 | 89071 | 0.0107 |
| 5 | Jan-16 | 53 | 53 | 89071 | 0.0006 |
| 6 | Jan-16 | 2 | 2 | 89071 | 0.0000 |
| 7 | Jan-16 | 742 | 742 | 89071 | 0.0083 |
| 8 | Jan-16 | 2 | 2 | 89071 | 0.0000 |
| 9 | Jan-16 | 269 | 269 | 89071 | 0.0030 |
| 10 | Jan-16 | 819 | 819 | 89071 | 0.0092 |
| 11 | Jan-16 | 45 | 45 | 89071 | 0.0005 |
| 12 | Jan-16 | 14 | 14 | 89071 | 0.0002 |
| 13 | Jan-16 | 805 | 805 | 89071 | 0.0090 |
| 14 | Jan-16 | 109 | 109 | 89071 | 0.0012 |
| 15 | Jan-16 | 14 | 14 | 89071 | 0.0002 |
| 16 | Jan-16 | 245 | 245 | 89071 | 0.0028 |
| 17 | Feb-16 | 14 | 14 | 89071 | 0.0002 |
| | Total Jan-16 | 5094 | 5094 | 89071 | 0.0572 |
| | YTD FY 15 | 63286 | 63286 | 89071 | 0.7105 |



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 | Jan-16 | 0.082 | 0.0068 | 11.99 |
| 2 | Jan-16 | 0.031 | 0.0044 | 6.99 |
| 3 | Jan-16 | 0.000 | 0.0000 | 0.00 |
| 4 | Jan-16 | 0.181 | 0.0107 | 16.88 |
| 5 | Jan-16 | 0.010 | 0.0006 | 16.81 |
| 6 | Jan-16 | 0.000 | 0.0000 | 0.00 |
| 7 | Jan-16 | 0.063 | 0.0083 | 7.56 |
| 8 | Jan-16 | 0.000 | 0.0000 | 0.00 |
| 9 | Jan-16 | 0.027 | 0.0030 | 8.94 |
| 10 | Jan-16 | 0.310 | 0.0092 | 33.71 |
| 11 | Jan-16 | 0.006 | 0.0005 | 11.88 |
| 12 | Jan-16 | 0.003 | 0.0002 | 19.09 |
| 13 | Jan-16 | 0.091 | 0.0090 | 10.07 |
| 14 | Jan-16 | 0.012 | 0.0012 | 9.81 |
| 15 | Jan-16 | 0.002 | 0.0002 | 12.72 |
| 16 | Jan-16 | 0.072 | 0.0028 | 26.18 |
| 17 | Jan-16 | 0.004 | 0.0002 | 25.45 |
| | Total Jan-16 | 0.895 | 0.0572 | 15.65 |
| | YTD FY 15 | 12.169 | 0.7105 | 17.13 |



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 _i = Number of consumers who experienced a sustained interruption on i th feeder | R _i = Restoration time for each interruption event on i th feeder | N _T = Total number of consumers of the distribution Licensees area | Sum (R _i *N _i) for all feeders excluding agri. Feeders) | SAIDI = 6/5 |
|--------------|--------|---------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | Feb-16 | 26 | 37.00 | 90469 | 962 | 0.011 |
| 2 | Feb-16 | 397 | 21.19 | 90469 | 8414 | 0.093 |
| 3 | Feb-16 | 826 | 18.83 | 90469 | 15550 | 0.172 |
| 4 | Feb-16 | 273 | 17.37 | 90469 | 4741 | 0.052 |
| 5 | Feb-16 | 1607 | 23.35 | 90469 | 37528 | 0.415 |
| 6 | Feb-16 | 3 | 11.33 | 90469 | 34 | 0.000 |
| 7 | Feb-16 | 82 | 44.00 | 90469 | 3608 | 0.040 |
| 8 | Feb-16 | 24 | 54.00 | 90469 | 1296 | 0.014 |
| 9 | Feb-16 | 1 | 20.00 | 90469 | 20 | 0.000 |
| 10 | Feb-16 | 642 | 6.75 | 90469 | 4332 | 0.048 |
| Total Feb-16 | | 3881 | 19.71 | 90469 | 76485 | 0.845 |
| YTD FY 16 | | 67167 | 17.28 | 90469 | 1160374 | 12.826 |



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 Licensees area | SAIFI = 4/5 |
|---------|---------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------|---------------|
| 1 | 2 | 3 | 4 | 5 | |
| 1 | Feb-16 | 26 | 26 | 90469 | 0.0003 |
| 2 | Feb-16 | 397 | 397 | 90469 | 0.0044 |
| 3 | Feb-16 | 826 | 826 | 90469 | 0.0091 |
| 4 | Feb-16 | 273 | 273 | 90469 | 0.0030 |
| 5 | Feb-16 | 1607 | 1607 | 90469 | 0.0178 |
| 6 | Feb-16 | 3 | 3 | 90469 | 0.0000 |
| 7 | Feb-16 | 82 | 82 | 90469 | 0.0009 |
| 8 | Feb-16 | 24 | 24 | 90469 | 0.0003 |
| 9 | Feb-16 | 1 | 1 | 90469 | 0.0000 |
| 10 | Feb-16 | 642 | 642 | 90469 | 0.0071 |
| | Total Feb-16 | 3881 | 3881 | 90469 | 0.0429 |
| | YTD FY 16 | 67167 | 67167 | 90469 | 0.7424 |



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 | Feb-16 | 0.011 | 0.0003 | 38.28 |
| 2 | Feb-16 | 0.093 | 0.0044 | 21.19 |
| 3 | Feb-16 | 0.172 | 0.0091 | 18.84 |
| 4 | Feb-16 | 0.052 | 0.0030 | 17.23 |
| 5 | Feb-16 | 0.415 | 0.0178 | 23.36 |
| 6 | Feb-16 | 0.000 | 0.0000 | 0.00 |
| 7 | Feb-16 | 0.040 | 0.0009 | 44.13 |
| 8 | Feb-16 | 0.014 | 0.0003 | 52.77 |
| 9 | Feb-16 | 0.000 | 0.0000 | 0.00 |
| 10 | Feb-16 | 0.048 | 0.0071 | 6.76 |
| | Total Feb-16 | 0.845 | 0.0429 | 19.70 |
| | YTD FY 16 | 12.826 | 0.7424 | 17.28 |



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 | Mar-16 | 82 | 22.00 | 92804 | 1804 | 0.019 |
| 2 | Mar-16 | 5325 | 7.91 | 92804 | 42140 | 0.454 |
| 3 | Mar-16 | 77 | 33.00 | 92804 | 2541 | 0.027 |
| 4 | Mar-16 | 135 | 12.00 | 92804 | 1620 | 0.017 |
| 5 | Mar-16 | 1 | 32.00 | 92804 | 32 | 0.000 |
| 6 | Mar-16 | 10 | 15.10 | 92804 | 151 | 0.002 |
| 7 | Mar-16 | 4 | 9.00 | 92804 | 36 | 0.000 |
| 8 | Mar-16 | 45 | 21.00 | 92804 | 945 | 0.010 |
| 9 | Mar-16 | 1 | 28.00 | 92804 | 28 | 0.000 |
| 10 | Mar-16 | 2450 | 18.00 | 92804 | 44100 | 0.475 |
| 11 | Mar-16 | 37 | 35.22 | 92804 | 1303 | 0.014 |
| 12 | Mar-16 | 733 | 14.06 | 92804 | 10305 | 0.111 |
| 13 | Mar-16 | 3 | 26.00 | 92804 | 78 | 0.001 |
| 14 | Mar-16 | 149 | 16.00 | 92804 | 2384 | 0.026 |
| 15 | Mar-16 | 6 | 20.67 | 92804 | 124 | 0.001 |
| 16 | Mar-16 | 2 | 14.00 | 92804 | 28 | 0.000 |
| 17 | Mar-16 | 149 | 14.00 | 92804 | 2086 | 0.022 |
| 18 | Mar-16 | 486 | 12.00 | 92804 | 5832 | 0.063 |
| 19 | Mar-16 | 23 | 8.52 | 92804 | 196 | 0.002 |
| | Total March 16 | 9718 | 11.90 | 92804 | 115733 | 1.247 |
| | YTD FY 16 | 76885 | 16.60 | 92804 | 1276107 | 13.751 |



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 licenses area | SAIFI = 4/5 |
|---------|-----------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------|---------------|
| 1 | 2 | 3 | 4 | 5 | |
| 1 | Mar-16 | 82 | 82 | 92804 | 0.0009 |
| 2 | Mar-16 | 5325 | 5325 | 92804 | 0.0574 |
| 3 | Mar-16 | 77 | 77 | 92804 | 0.0008 |
| 4 | Mar-16 | 135 | 135 | 92804 | 0.0015 |
| 5 | Mar-16 | 1 | 1 | 92804 | 0.0000 |
| 6 | Mar-16 | 10 | 10 | 92804 | 0.0001 |
| 7 | Mar-16 | 4 | 4 | 92804 | 0.0000 |
| 8 | Mar-16 | 45 | 45 | 92804 | 0.0005 |
| 9 | Mar-16 | 1 | 1 | 92804 | 0.0000 |
| 10 | Mar-16 | 2450 | 2450 | 92804 | 0.0264 |
| 11 | Mar-16 | 37 | 37 | 92804 | 0.0004 |
| 12 | Mar-16 | 733 | 733 | 92804 | 0.0079 |
| 13 | Mar-16 | 3 | 3 | 92804 | 0.0000 |
| 14 | Mar-16 | 149 | 149 | 92804 | 0.0016 |
| 15 | Mar-16 | 6 | 6 | 92804 | 0.0001 |
| 16 | Mar-16 | 2 | 2 | 92804 | 0.0000 |
| 17 | Mar-16 | 149 | 149 | 92804 | 0.0016 |
| 18 | Mar-16 | 486 | 486 | 92804 | 0.0052 |
| 19 | Mar-16 | 23 | 23 | 92804 | 0.0002 |
| | Total March 16 | 9718 | 9718 | 92804 | 0.1047 |
| | YTD FY 16 | 76885 | 76885 | 92804 | 0.8285 |



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 | Mar-16 | 0.019 | 0.0009 | 21.11 |
| 2 | Mar-16 | 0.454 | 0.0574 | 7.91 |
| 3 | Mar-16 | 0.027 | 0.0008 | 33.75 |
| 4 | Mar-16 | 0.017 | 0.0015 | 11.33 |
| 5 | Mar-16 | 0.000 | 0.0000 | 0.00 |
| 6 | Mar-16 | 0.002 | 0.0001 | 20.00 |
| 7 | Mar-16 | 0.000 | 0.0000 | 0.00 |
| 8 | Mar-16 | 0.010 | 0.0005 | 20.00 |
| 9 | Mar-16 | 0.000 | 0.0000 | 0.00 |
| 10 | Mar-16 | 0.475 | 0.0264 | 17.99 |
| 11 | Mar-16 | 0.014 | 0.0004 | 35.00 |
| 12 | Mar-16 | 0.111 | 0.0079 | 14.05 |
| 13 | Mar-16 | 0.001 | 0.0000 | 0.00 |
| 14 | Mar-16 | 0.026 | 0.0016 | 16.25 |
| 15 | Mar-16 | 0.001 | 0.0001 | 10.00 |
| 16 | Mar-16 | 0.000 | 0.0000 | 0.00 |
| 17 | Mar-16 | 0.022 | 0.0016 | 13.75 |
| 18 | Mar-16 | 0.063 | 0.0052 | 12.12 |
| 19 | Mar-16 | 0.002 | 0.0002 | 10.00 |
| | Total March 16 | 1.247 | 0.1047 | 11.91 |
| | YTD FY 16 | 13.750 | 0.8285 | 16.60 |