



New Connection Inspection of Premises

(Regulation 4.3 of MERC, Standards of Performance Regulations, 2014)

sr no	Qtr	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		Q1	a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
1	Q2	July'18	4.3	Site Visit	New Connection Inspection Permises	442	4844	5286	5147	0	5147	442
		Aug'18										139
		Sep'18										



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

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

sr no	Qtr	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standarder Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		Q1	a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
3	Q2	July'18	4.5 & 4.6	Estimate	New Connection-B & C	348	4391	4619	4271	0	4271	348
		Aug'18										
		Sep'18										



New Connection where supply from Existing Line

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

sr no	Qtr	Month	SOP Regulation No	Parameters	Parameters	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	d	e	f=d+e	g	h	l=g+h	j=f-i
		Q1										453
4	Q2	July'18	4.7	Supply Release	New Connection-A	453	282	735	396	0	396	339
		Aug'18										
		Sep'18										



New Connection where supply after extension/augmentation

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

sr no	Qtr	Month	SOP Regulation No	Parameters	Parameters	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	d	e	f=d+e	g	h	l=g+h	j=f-i
		Q1										6113
5	Q2	July'18	4.8	Supply Release	New Connection-B	6113	2746	8859	1751	0	1751	7108
		Aug'18										
		Sep'18										



New Connection where supply after commissioning of Sub-Station

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

sr no	Qtr	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
			a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
		Q1										6455
6	Q2	July'18	4.9	Supply Release	New Connection-C	6455	1656	8111	1575	0	1575	6536
		Aug'18										
		Sep'18										



Reconnection of Supply after Payment of Dues

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

Sr No	Month	SOP regulation (A)	Parameter (B)	Area (C)	Pending complaints (Reconnection Requests)- Nos(D)	Complaints (Reconnection Requests (E))	Total complaints(Total Reconnection requests)F=(D+E)	No of complaints addressed			
								Within Standards of Performance	More than Stipulated time(H)	Total complaints redressed	Pending complaints
								(G)		I=G+H	J=F-I
8	Apr-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	710	710	447	40	487	0
8	May-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	792	792	547	52	599	0
8	Jun-18	6.1	Reconnection of supply after payment	Class- I Cities/Urban	0	946	946	642	80	722	0



Change of Name

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

sr no	Qtr	Month	SOP Regulation No	Parameters	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standered Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
			a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
		Q1										175
9	Q2	July'18	4.13	Change Of Name	Change Of Name	175	6167	6342	6076	0	6076	266
		Aug'18										
		Sep'18										



Change of Category

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

sr no	Qtr	Month	SOP Regulation No	Parameters	Parameters	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	d	e	f=d+e	g	h	l=g+h	j=f-i
		Q1										9
10	Q2	July'18	4.13	Change of Category	Change of Category	9	99	108	103	0	103	5
		Aug'18										
		Sep'18										



Complaint of Voltage Variation-Local fault

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

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
11	5.4 (a)	Complaint of Voltage Variation-Local fault	Class-I Cities/Urban	0	46	46	46	0	46	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 f=d+e	No. of Complaints addressed			Pending complaints at end of Qtr. j=f-i
							Within standard of Performance g	More than stipulated time h	Total complaints redressed i=g+h	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
12	5.4 (b)	Complaint of Voltage Variation-Net work	Class-I Cities/Urban	0	0	0	0	0	0	0



Complaint of Voltage Variation-Expansion/Augmentation

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

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required	Class-I Cities/Urban	0	0	0	0	0	0	0



Fuse off call

(Regulation 6.1 of MERC, Standards of Performance Regulations, 2014)

Sr. NO.	SOP regulation NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending complaints at end of Qtr.
							Within standard of Performance	More than stipulated time	Total complaints redressed	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
14	6.1	Fuse off call	Class-I Cities/Urban	0	4787	4787	4483	304	4787	0
			Rural	0	0	0	0	0	0	0



Meter Reading

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

Sr.no	SOP regulation no	Parameters	Area	pending complaints no's (Previous Quarter)	Complaints in Current Qtr.	Total Complaints	Within Standards of performance	more than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
18	7.2	Meter Reading once in every two months		0	0	0	0	0	0	0



Replacement of Faulty Meter

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

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	l= g+h	j= f-i
19	7.3	Replacement of faulty meter	Class I Cities	4	55	59	59	0	59	0



Replacement of Burnt Meter

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

Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous Quarter)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	l= g+h	j= f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	242	242	242	0	242	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	4	4	4	0	4	0



Annexure-III

Report of action on Faulty Meters (1 Phase / 3 Phase)

Format for quarterly return to be submitted to the Commission by the Distribution Licensee
(MERC, Standards of Performance Regulations, 2014)

Sr no.	Name Of Distr. Licensee	ref. to overall standards	Faulty meters at start of quarter	Faulty meters added during quarter	Total Faulty Meters	Meters rectified/ replaced	Faulty meters pending at end of quarter
1	Tata Power		81	4822	4903	4834	69



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	Jul-18	1167	28.29	130386	33013	1.04
2	Jul-18	2	29.00	130386	58	0.01
3	Jul-18	817	32.29	130386	26383	0.83
4	Jul-18	18	15.00	130386	270	0.02
5	Jul-18	8198	9.00	130386	73782	2.14
6	Jul-18	848	28.85	130386	24464	3.84
7	Jul-18	806	19.842	130386	15993	0.51
8	Jul-18	1470	21.00	130386	30870	0.89
9	Jul-18	642	13.00	130386	8,346	0.27
10	Jul-18	99	25.33	130386	2508	0.39
11	Jul-18	428	38.93	130386	16662	0.52
12	Jul-18	3	33.00	130386	99	0.01
13	Jul-18	829	25.00	130386	20725	0.65
14	Jul-18	283	22.00	130386	6227	0.18
	Total July - 18	15610	16.62	130386	259400	1.99
	YTD FY-19	66030	24.70	130386	1630976	12.50



Annexure-IV

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

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

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Jul-18	1167	1167	130386	0.037
2	Jul-18	2	2	130386	0.000
3	Jul-18	817	817	130386	0.026
4	Jul-18	18	18	130386	0.001
5	Jul-18	8198	8198	130386	0.237
6	Jul-18	848	848	130386	0.133
7	Jul-18	806	806	130386	0.026
8	Jul-18	1470	1470	130386	0.043
9	Jul-18	642	642	130386	0.021
10	Jul-18	99	99	130386	0.016
11	Jul-18	428	428	130386	0.013
12	Jul-18	3	3	130386	0.000
13	Jul-18	829	829	130386	0.026
14	Jul-18	283	283	130386	0.008
	Total July - 18	15610	15610	130386	0.120
	YTD FY-19	66030	66030	130386	0.506



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	Jul-18	1.04	0.04	28.29
2	Jul-18	0.01	0.00	29.00
3	Jul-18	0.83	0.03	32.29
4	Jul-18	0.02	0.00	15.00
5	Jul-18	2.14	0.24	9.00
6	Jul-18	3.84	0.13	28.85
7	Jul-18	0.51	0.03	19.84
8	Jul-18	0.89	0.04	21.00
9	Jul-18	0.27	0.02	13.00
10	Jul-18	0.39	0.02	25.33
11	Jul-18	0.52	0.01	38.93
12	Jul-18	0.01	0.00	33.00
13	Jul-18	0.65	0.03	25.00
14	Jul-18	0.18	0.01	22.00
	Total July - 18	1.99	0.12	16.62
	YTD FY-19	12.50	0.51	24.70



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	Aug-18	105	9.25	131537	971	0.03
2	Aug-18	205	11.70	131537	2399	0.08
3	Aug-18	356	30.38	131537	10816	0.60
4	Aug-18	12	12.00	131537	144	0.02
5	Aug-18	395	26.01	131537	10274	0.30
6	Aug-18	44	14.98	131537	659	0.04
7	Aug-18	229	28.87	131537	6612	1.04
8	Aug-18	520	13.00	131537	6760	0.19
9	Aug-18	909	30.39	131537	27625	3.70
10	Aug-18	1	15.00	131537	15	0.00
11	Aug-18	242	15.00	131537	3630	0.20
12	Aug-18	24	11.08	131537	266	0.01
Total August - 18		3042	23.07	131537	70171	0.53
	YTD FY-19	69072	24.62	131537	1701147	12.93



Annexure-IV

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

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

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Aug-18	105	105	131537	0.00
2	Aug-18	205	205	131537	0.01
3	Aug-18	356	356	131537	0.02
4	Aug-18	12	12	131537	0.00
5	Aug-18	395	395	131537	0.01
6	Aug-18	44	44	131537	0.00
7	Aug-18	229	229	131537	0.04
8	Aug-18	520	520	131537	0.01
9	Aug-18	909	909	131537	0.12
10	Aug-18	1	1	131537	0.00
11	Aug-18	242	242	131537	0.01
12	Aug-18	24	24	131537	0.00
Total August - 18		3042	3042	131537	0.02
	YTD FY-19	69072	69072	131537	0.53



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-18	0.03	0.00	9.25
2	Aug-18	0.08	0.01	11.70
3	Aug-18	0.60	0.02	30.38
4	Aug-18	0.02	0.00	12.00
5	Aug-18	0.30	0.01	26.01
6	Aug-18	0.04	0.00	14.98
7	Aug-18	1.04	0.04	28.87
8	Aug-18	0.19	0.01	13.00
9	Aug-18	3.70	0.12	30.39
10	Aug-18	0.00	0.00	15.00
11	Aug-18	0.20	0.01	15.00
12	Aug-18	0.01	0.00	11.08
Total August - 18		0.53	0.02	23.07
YTD FY-19		12.93	0.53	24.62



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	Sep-18	621	10	131024	6127	0.19
2	Sep-18	192	16	131024	3072	0.10
3	Sep-18	826	33	131024	27258	0.85
4	Sep-18	305	26	131024	8065	0.44
5	Sep-18	6	35	131024	210	0.01
6	Sep-18	170	26	131024	4420	0.14
7	Sep-18	4	31	131024	124	0.00
8	Sep-18	819	24	131024	19656	0.56
9	Sep-18	115	16	131024	1850	0.10
	Total September - 18	3058	23	131024	70782	0.54
	YTD FY-19	72130	25	131024	1771929	13.52



Annexure-IV

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

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

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Sep-18	621	621	131024	0.019
2	Sep-18	192	192	131024	0.006
3	Sep-18	826	826	131024	0.026
4	Sep-18	305	305	131024	0.017
5	Sep-18	6	6	131024	0.000
6	Sep-18	170	170	131024	0.005
7	Sep-18	4	4	131024	0.000
8	Sep-18	819	819	131024	0.023
9	Sep-18	115	115	131024	0.006
	Total September - 18	3058	3058	131024	0.023
	YTD FY-19	72130	72130	131024	0.551



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-18	0.192	0.02	9.87
2	Sep-18	0.10	0.01	16.00
3	Sep-18	0.853	0.03	33.00
4	Sep-18	0.443	0.02	26.44
5	Sep-18	0.007	0.00	35.00
6	Sep-18	0.138	0.01	26.00
7	Sep-18	0.004	0.00	31.00
8	Sep-18	0.556	0.02	24.00
9	Sep-18	0.102	0.01	16.09
	Total September - 18	0.54	0.023	23.14
	YTD FY-19	13.52	0.551	24.56