



New Connection Inspection of Premises

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

Sr No	Qtr	SOP Regulation No	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
1	Q3 FY 18	4.3	New Connection Inspection Permises	166	4391	4557	4287	0	4287	270



Intimation of Charges Where Supply From Existing Lines

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

Sr No	Qtr	SOP Regulation No	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
2	Q3 FY 18	4.4	Intimation of charges where supply from existing line	2	375	377	351	0	351	26



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	SOP Regulation No	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
3	Q3 FY 18	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation	66	3921	3987	3658	0	3658	329



New Connection where supply from Existing Line

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

Sr No	Qtr	SOP Regulation No	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
4	Q3 FY 18	4.7	New Connection where supply from existing line	38	348	386	129	0	129	257



New Connection where supply after extension/augmentation

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

Sr No	Qtr	SOP Regulation No	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
5	Q3 FY 18	4.8	New Connection where supply after extension / augmentation	4326	1140	5466	1287	0	1287	4179



New Connection where supply after commissioning of Sub-Station

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

Sr No	Qtr	SOP Regulation No	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
6	Q3 FY 18	4.9	new connection where supply after commissioning of substation	5322	2738	8060	1299	0	1299	6761



Shifting of Meter/Service Line

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

Sr No	Qtr	SOP Regulation No	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
7	Q3 FY 18	4.12	Shifting of Meter service Line- Supply Released	39	36	75	47	0	47	28



Reconnection of Supply after Payment of Dues

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

Sr no	Month	SOP regulation	Parameter	Area	Pending complaints (Reconnection Requests)- Nos	Complaints (Reconnection Requests)	Total complaints (Total Reconnection requests)	Within Standards of Performance	More than Stipulated time	Total complaints redressed	Pending complaints
		(A)	(B)	(C)	(D)	(E)	F=(D+E)	(G)	(H)	I=(G+H)	J=(F-I)
8	Oct-17	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	416	416	363	53	416	0
8	Nov-17	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	656	656	553	103	656	0
8	Dec-17	6.10	Reconnection of supply after payment of dues	Class- I Cities/Urban	0	624	624	492	132	624	0



Change of Name

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

Sr No	Qtr	SOP Regulation No	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standards 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
9	Q3 FY 18	4.13	Change Of Name	327	5201	5528	5337	0	5337	191



Change of Category

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

Sr No	Qtr	SOP Regulation No	Parameters	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standards 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
10	Q3 FY 18	4.13	Change of Category	67	150	217	208	0	208	9



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	50	50	50	0	50	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 regulati on NO.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complai nts	No. of Complaints addressed			Pending complaintsat 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	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 than 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	2121	2121	1973	148	2121	0
			Rural							



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		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 - Cities/urban	3	41	44	44	0	44	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	160	160	160	0	160	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	23	23	23	0	23	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 (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		108	2618	2726	2718	8



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 feeder	Ri= Restoration time for each interruption event on 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	Oct-17	2	21.00	115097	42	0.01
2	Oct-17	43	10.930	115097	470	0.105
3	Oct-17	44	31.159	115097	1371	0.084
4	Oct-17	702	18.842	115097	13227	0.419
5	Oct-17	12	44.00	115097	528	0.03
6	Oct-17	221	44.000	115097	9724	0.317
7	Oct-17	46	8.00	115097	368	0.01
8	Oct-17	476	14.00	115097	6664	0.41
9	Oct-17	221	42.00	115097	9282	0.30
10	Oct-17	50	11.00	115097	550	0.02
11	Oct-17	13	19.00	115097	247	0.02
12	Oct-17	765	18.000	115097	13770	0.437
13	Oct-17	514	17.035	115097	8756	0.278
14	Oct-17	1	7.00	115097	7	0.00
15	Oct-17	319	12.99	115097	4144	0.14
16	Oct-17	143	15.00	115097	2145	0.48
17	Oct-17	676	12.0000	115097	8112	0.305
	Total October - 17	4248	18.690	115097	79407	0.680
	YTD FY-18	58274	18.82	115097	1096800	9.52



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	Oct-17	2	2	115097	0.00
2	Oct-17	43	43	115097	0.010
3	Oct-17	44	44	115097	0.003
4	Oct-17	702	702	115097	0.022
5	Oct-17	12	12	115097	0.00
6	Oct-17	221	221	115097	0.007
7	Oct-17	46	46	115097	0.00
8	Oct-17	476	476	115097	0.03
9	Oct-17	221	221	115097	0.01
10	Oct-17	50	50	115097	0.00
11	Oct-17	13	13	115097	0.00
12	Oct-17	765	765	115097	0.024
13	Oct-17	514	514	115097	0.016
14	Oct-17	1	1	115097	0.00
15	Oct-17	319	319	115097	0.01
16	Oct-17	143	143	115097	0.03
17	Oct-17	676	676	115097	0.025
	Total October - 17	4248	4248	115097	0.037
	YTD FY-18	58274	58274	115097	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	Oct-17	0.01	0.0004	21.00
2	Oct-17	0.105	0.0096	10.930
3	Oct-17	0.084	0.0027	31.159
4	Oct-17	0.419	0.0223	18.842
5	Oct-17	0.03	0.00	44.00
6	Oct-17	0.317	0.0072	44.000
7	Oct-17	0.01	0.0015	8.00
8	Oct-17	0.41	0.0293	14.00
9	Oct-17	0.30	0.0072	42.00
10	Oct-17	0.02	0.00	11.00
11	Oct-17	0.02	0.00	19.00
12	Oct-17	0.437	0.02	18.000
13	Oct-17	0.278	0.02	17.035
14	Oct-17	0.00	0.00	7.00
15	Oct-17	0.14	0.01	12.99
16	Oct-17	0.48	0.03	15.00
17	Oct-17	0.305	0.03	12.0000
	Total October - 17	0.680	0.037	18.690
	YTD FY-18	9.52	0.506	18.82



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	Nov-17	982	30.09	115196	29552	0.967
2	Nov-17	72	15.00	115196	1080	0.065
3	Nov-17	6	26.00	115196	156	0.034
4	Nov-17	467	9.20	115196	4297	0.141
5	Nov-17	4	0.00	115196	41	0.000
6	Nov-17	533	9.82	115196	5234	0.313
7	Nov-17	1279	34.27	115196	43828	1.639
8	Nov-17	11	24.00	115196	264	0.016
9	Nov-17	27	19.00	115196	513	0.017
10	Nov-17	216	17.35	115196	3747	0.820
	Total November - 17	3597	24.66	115196	88712	0.77
	YTD FY-18	61871	19.16	115196	1185512	10.29



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	Nov-17	982	982	115196	0.0321
2	Nov-17	72	72	115196	0.0043
3	Nov-17	6	6	115196	0.0013
4	Nov-17	467	467	115196	0.0153
5	Nov-17	4	4	115196	0.0000
6	Nov-17	533	533	115196	0.0319
7	Nov-17	1279	1279	115196	0.0478
8	Nov-17	11	11	115196	0.0007
9	Nov-17	27	27	115196	0.0009
10	Nov-17	216	216	115196	0.0473
	Total November - 17	3597	3597	115196	0.031
	YTD FY-18	61871	61871	115196	0.537



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	Nov-17	0.967	0.032	30.094
2	Nov-17	0.065	0.004	15.000
3	Nov-17	0.034	0.001	26.000
4	Nov-17	0.141	0.015	9.201
5	Nov-17	0.000	0.000	0.000
6	Nov-17	0.313	0.032	9.820
7	Nov-17	1.639	0.048	34.267
8	Nov-17	0.016	0.001	24.000
9	Nov-17	0.017	0.001	19.000
10	Nov-17	0.820	0.047	17.347
	Total November - 17	0.77	0.03	24.66
	YTD FY-18	10.29	0.54	19.16



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	Dec-17	316	19.000	115992	6004	0.189
2	Dec-17	324	20.574	115992	6666	1.348
3	Dec-17	49	8.10	115992	397	0.09
4	Dec-17	253	24.91	115992	6303	0.38
5	Dec-17	18	11.000	115992	198	0.006
6	Dec-17	614	12.75	115992	7826	0.29
7	Dec-17	66	18.00	115992	1188	0.07
8	Dec-17	335	35.00	115992	11725	0.43
9	Dec-17	102	18.89	115992	1927	0.39
10	Dec-17	783	18.33	115992	14351	3.09
11	Dec-17	133	26.00	115992	3458	0.109
12	Dec-17	3088	11.00	115992	33968	1.254
13	Dec-17	66	20.12	115992	1328	0.08
14	Dec-17	218	23.93	115992	5216	1.06
15	Dec-17	1	25.00	115992	25	0.00
16	Dec-17	264	12.000	115992	3168	0.10
17	Dec-17	242	12.207	115992	2954	0.18
18	Dec-17	371	7.000	115992	2597	0.082
19	Dec-17	3.00	10.000	115992	30.00	0.006
20	Dec-17	611	17.72	115992	10826	0.36
21	Dec-17	7	15.00	115992	105	0.023
22	Dec-17	58	26.3448	115992	1528	0.048
23	Dec-17	37	17.730	115992	656	0.133
24	Dec-17	211	47.00	115992	9917	0.59
	Total December - 17	8170	16.20	115992	132361	1.14
	YTD FY-18	70041	18.81	115992	1317873	11.36



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	Dec-17	316	316	115992	0.010
2	Dec-17	324	324	115992	0.066
3	Dec-17	49	49	115992	0.01
4	Dec-17	253	253	115992	0.02
5	Dec-17	18	18	115992	0.001
6	Dec-17	614	614	115992	0.02
7	Dec-17	66	66	115992	0.00
8	Dec-17	335	335	115992	0.01
9	Dec-17	102	102	115992	0.02
10	Dec-17	783	783	115992	0.17
11	Dec-17	133	133	115992	0.004
12	Dec-17	3088	3088	115992	0.114
13	Dec-17	66	66	115992	0.00
14	Dec-17	218	218	115992	0.04
15	Dec-17	1	1	115992	0.00
16	Dec-17	264	264	115992	0.01
17	Dec-17	242	242	115992	0.01
18	Dec-17	371	371	115992	0.012
19	Dec-17	3.00	3.00	115992	0.001
20	Dec-17	611	611	115992	0.020
21	Dec-17	7	7	115992	0.002
22	Dec-17	58	58	115992	0.002
23	Dec-17	37	37	115992	0.007
24	Dec-17	211	211	115992	0.01
	Total December - 17	8170	8170	115992	0.070
	YTD FY-18	70041	70041	115992	0.604



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	Dec-17	0.189	0.0100	19.000
2	Dec-17	1.348	0.0655	20.574
3	Dec-17	0.09	0.0106	8.10
4	Dec-17	0.38	0.0151	24.91
5	Dec-17	0.006	0.00	11.000
6	Dec-17	0.29	0.0227	12.75
7	Dec-17	0.07	0.0039	18.00
8	Dec-17	0.43	0.0124	35.00
9	Dec-17	0.39	0.0206	18.89
10	Dec-17	3.09	0.1686	18.33
11	Dec-17	0.109	0.0042	26.00
12	Dec-17	1.254	0.1140	11.00
13	Dec-17	0.08	0.0039	20.12
14	Dec-17	1.06	0.0441	23.93
15	Dec-17	0.00	0.0000	25.00
16	Dec-17	0.10	0.0083	12.000
17	Dec-17	0.18	0.0145	12.207
18	Dec-17	0.082	0.0117	7.000
19	Dec-17	0.006	0.0006	10.000
20	Dec-17	0.36	0.0203	17.72
21	Dec-17	0.023	0.0015	15.00
22	Dec-17	0.048	0.0018	26.3448
23	Dec-17	0.133	0.0075	17.730
24	Dec-17	0.59	0.01	47.00
	Total December - 17	1.14	0.070	16.20
	YTD FY-18	11.36	0.604	18.81