



**New Connection Inspection of Premises**

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

Sr no	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	i=g+h	j=f-i
	<b>Q3</b>										<b>270</b>
1	Jan'18	4.3	Site Visit	New Connection Inspection Permises	270	7539	7809	7779	0	7779	30
	Feb'18										
	March'18										



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

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

Sr No	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
	<b>Q3</b>										<b>26</b>
2	Jan'18	4.4	Estimate	New Connection-A	26	1326	1352	1327	0	1327	25
	Feb'18										
	March'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	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
	Q3										329
3	Jan'18	4.5 & 4.6	Estimate	Intimation of charges where supply to dedicated or after extension / augmentation	329	6180	6509	5499	0	5499	1010
	Feb'18										
	March'18										



**New Connection where supply from Existing Line**

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

Sr No	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
	<b>Q3</b>										<b>257</b>
4	Jan'18	4.7	Supply Release	New Connection-A	257	1308	1565	1101	0	1101	464
	Feb'18										
	March'18										



**New Connection where supply after extension/augmentation**

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

Sr No	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
	Q3										4179
5	Jan'18	4.8	Supply Release	New Connection-B	4179	3121	7300	2370	0	2370	4930
	Feb'18										
	March'18										



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

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

Sr No	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
		a		b	d	e	f=d+e	g	h	l=g+h	j=f-i
	<b>Q3</b>										<b>6761</b>
6	Jan'18	4.9	Supply Release	New Connection-C	6761	1124	7885	4365	0	4365	3520
	Feb'18										
	March'18										



**Shifting of Meter/Service Line**

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

Sr No	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
	<b>Q3</b>										<b>28</b>
<b>7</b>	<b>Jan'18</b>	4.12	Shifting of Meter service Line- Supply Released	Shifting of Meter service Line- Supply Released	28	21	49	15	0	15	34
	<b>Feb'18</b>										
	<b>March'18</b>										



## Reconnection of Supply after Payment of Dues

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

Month	SOP regulation	Parameter	Area	Pending complaints	Complaints (Reconnection Requests)	Total complaints (Total Reconnection requests) F=(D+E)	Within Standards of Performance	More than Stipulated time(H)	Total complaints redressed	Pending complaints
	(A)			(B)	(C)		(Reconnection Requests)- No (D)		(E)	(G)
Jan-18	6.1	Reconnection of supply after payment of dues	Class- I	0	681	681	595	86	681	0
			Cities/Urban							
Feb-18	6.1	Reconnection of supply after payment of dues	Class- I	0	659	659	595	64	659	0
			Cities/Urban							
Mar-18	6.1	Reconnection of supply after payment of dues	Class- I	0	684	684	581	103	684	0
			Cities/Urban							





**Change of Name**

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

Sr no	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
	Q3										191
9	Jan'18	4.13	Change Of Name	Change Of Name	191	5769	5960	5884	0	5884	76
	Feb'18										
	March'18										



**Change of Category**

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

Sr no	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
	Q3										9
10	Jan'18	4.13	Change of Category	Change of Category	9	67	76	44	0	44	32
	Feb'18										
	March'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	15	15	15	0	15	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 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
14	6.1	Fuse off call	Class-I Cities/Urban	0	3469	3469	3238	231	3469	0
			Rural	0	0	0	0	0	0	0



**Break down of Over Head Line**

(Regulation 6.2 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
15	6.2	Break down of Over head line	Class-I Cities/Urban	0	8	8	8	0	8	0
			Rural	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	6368	6368	6124	244	6368	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	0	28	28	27	0	27	1



**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	178	178	178	0	178	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	7	7	7	0	7	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		8	1826	1834	1822	12



**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	Jan-18	1691	9.88	117129	16715	0.62
2	Jan-18	1842	6.00	117129	11052	0.35
3	Jan-18	2	19.00	117129	38	0.001
4	Jan-18	351	24.621	117129	8642	0.516
5	Jan-18	390	12.41	117129	4838	0.16
6	Jan-18	28	15.000	117129	420	0.014
7	Jan-18	222	6.00	117129	1332	0.04
8	Jan-18	515	20.571	117129	10594	0.352
9	Jan-18	524	25.000	117129	13100	0.436
10	Jan-18	239	34.90	117129	8342	0.28
11	Jan-18	12	21.00	117129	252	0.015
12	Jan-18	1	15.00	117129	15	0.00
13	Jan-18	11	28.00	117129	308	0.01
14	Jan-18	373	24.34	117129	9080	0.54
15	Jan-18	12	26.00	117129	312	0.02
16	Jan-18	447	22.00	117129	9834	0.33
	<b>Total January - 18</b>	<b>6660</b>	<b>14.24</b>	<b>117129</b>	<b>94874</b>	<b>0.81</b>
	<b>YTD FY-18</b>	<b>76701</b>	<b>18.41</b>	<b>117129</b>	<b>1412747</b>	<b>12.06</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(2) System Average Interruption Frequency Index (SAIFI)

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

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Jan-18	1691	1691	117129	0.06
2	Jan-18	1842	1842	117129	0.06
3	Jan-18	2	2	117129	0.000
4	Jan-18	351	351	117129	0.021
5	Jan-18	390	390	117129	0.01
6	Jan-18	28	28	117129	0.001
7	Jan-18	222	222	117129	0.01
8	Jan-18	515	515	117129	0.017
9	Jan-18	524	524	117129	0.017
10	Jan-18	239	239	117129	0.01
11	Jan-18	12	12	117129	0.001
12	Jan-18	1	1	117129	0.00
13	Jan-18	11	11	117129	0.00
14	Jan-18	373	373	117129	0.02
15	Jan-18	12	12	117129	0.001
16	Jan-18	447	447	117129	0.01
	<b>Total January - 18</b>	<b>6660</b>	<b>6660</b>	<b>117129</b>	<b>0.057</b>
	<b>YTD FY-18</b>	<b>76701</b>	<b>76701</b>	<b>117129</b>	<b>0.655</b>





**Annexure-IV**

Performance Report regarding Reliability Indices  
 (3) Customer Average Interruption Duration Index (CAIDI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

<b>Sr. No.</b>	<b>Month</b>	<b>SAIDI</b>	<b>SAIFI</b>	<b>SAIDI/SAIFI</b>
1	2	3	4	5
1	Jan-18	0.62	0.06	9.88
2	Jan-18	0.35	0.06	6.00
3	Jan-18	0.001	0.000	19.00
4	Jan-18	0.516	0.021	24.621
5	Jan-18	0.16	0.01	12.41
6	Jan-18	0.014	0.001	15.000
7	Jan-18	0.04	0.01	6.00
8	Jan-18	0.352	0.017	20.571
9	Jan-18	0.436	0.017	25.000
10	Jan-18	0.28	0.01	34.90
11	Jan-18	0.015	0.001	21.00
12	Jan-18	0.00	0.00	15.00
13	Jan-18	0.01	0.00	28.00
14	Jan-18	0.54	0.02	24.34
15	Jan-18	0.02	0.001	26.00
16	Jan-18	0.33	0.01	22.00
	<b>Total January - 18</b>	<b>0.81</b>	<b>0.057</b>	<b>14.24</b>
	<b>YTD FY-18</b>	<b>12.06</b>	<b>0.655</b>	<b>18.41</b>



### Annexure-IV

Performance Report regarding Reliability Indices  
 (1) System Average Interruption Duration Index (SAIDI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	7
1	Feb-18	7	7.00	118490	49	0.01
2	Feb-18	115	19.97	118490	2296	0.14
3	Feb-18	6	115.50	118490	693	0.02
4	Feb-18	296	47.87	118490	14169	0.46
5	Feb-18	358	7.00	118490	2506	0.08
6	Feb-18	280	15.00	118490	4200	0.14
7	Feb-18	1	54.00	118490	54	0.00
8	Feb-18	25	37.80	118490	945	0.06
9	Feb-18	756	6.86	118490	5188	0.19
10	Feb-18	892	16.00	118490	14272	0.47
11	Feb-18	2	36.00	118490	72	0.01
12	Feb-18	258	82.00	118490	21156	0.69
13	Feb-18	4	18.00	118490	72	0.01
14	Feb-18	2	10.00	118490	20	0.00
15	Feb-18	270	13.06	118490	3527	0.11
16	Feb-18	143	8.36	118490	1195	0.07
17	Feb-18	514	21.18	118490	10886	0.34
18	Feb-18	353	10.48	118490	3700	0.12
	<b>Total February - 18</b>	<b>4282</b>	<b>19.85</b>	<b>118490</b>	<b>85000</b>	<b>0.72</b>
	<b>YTD FY-18</b>	<b>80983</b>	<b>18.49</b>	<b>118490</b>	<b>1497747</b>	<b>12.64</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
 (2) System Average Interruption Frequency Index (SAIFI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Feb-18	7	7	118490	0.002
2	Feb-18	115	115	118490	0.007
3	Feb-18	6	6	118490	0.000
4	Feb-18	296	296	118490	0.010
5	Feb-18	358	358	118490	0.012
6	Feb-18	280	280	118490	0.009
7	Feb-18	1	1	118490	0.000
8	Feb-18	25	25	118490	0.001
9	Feb-18	756	756	118490	0.027
10	Feb-18	892	892	118490	0.029
11	Feb-18	2	2	118490	0.000
12	Feb-18	258	258	118490	0.008
13	Feb-18	4	4	118490	0.001
14	Feb-18	2	2	118490	0.000
15	Feb-18	270	270	118490	0.009
16	Feb-18	143	143	118490	0.008
17	Feb-18	514	514	118490	0.016
18	Feb-18	353	353	118490	0.012
	<b>Total January - 18</b>	<b>4282</b>	<b>4282</b>	<b>118490</b>	<b>0.036</b>
	<b>YTD FY-18</b>	<b>80983</b>	<b>80983</b>	<b>118490</b>	<b>0.683</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
(3) Customer Average Interruption Duration Index (CAIDI)  
(Regulation 10 of MERC, Standards of Performance Regulations, 2014)

<b>Sr. No.</b>	<b>Month</b>	<b>SAIDI</b>	<b>SAIFI</b>	<b>SAIDI/SAIFI</b>
1	2	3	4	5
1	Feb-18	0.011	0.002	7.000
2	Feb-18	0.136	0.007	19.965
3	Feb-18	0.023	0.000	115.500
4	Feb-18	0.462	0.010	47.868
5	Feb-18	0.082	0.012	7.000
6	Feb-18	0.137	0.009	15.000
7	Feb-18	0.002	0.000	54.000
8	Feb-18	0.056	0.001	37.800
9	Feb-18	0.187	0.027	6.862
10	Feb-18	0.465	0.029	16.000
11	Feb-18	0.014	0.000	36.000
12	Feb-18	0.690	0.008	82.000
13	Feb-18	0.014	0.001	18.000
14	Feb-18	0.001	0.000	10.000
15	Feb-18	0.115	0.009	13.063
16	Feb-18	0.071	0.008	8.357
17	Feb-18	0.339	0.016	21.179
18	Feb-18	0.121	0.012	10.482
	<b>Total February - 18</b>	<b>0.72</b>	<b>0.036</b>	<b>19.85</b>
	<b>YTD FY-18</b>	<b>12.64</b>	<b>0.683</b>	<b>18.49</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

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

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5
1	2	3	4	5	6	7
1	Mar-18	1998	20.58	123882	41122	2.427
2	Mar-18	20	14.10	123882	282	0.055
3	Mar-18	18	135.00	123882	2430	0.476
4	Mar-18	1.00	17.00	123882	17	0.003
5	Mar-18	136	15.06	123882	2048	0.401
6	Mar-18	16	15.00	123882	240	0.014
7	Mar-18	172	22.00	123882	3784	0.741
8	Mar-18	1943	28.00	123882	54404	1.647
9	Mar-18	5	27.80	123882	139	0.005
10	Mar-18	216	43.00	123882	9288	0.548
11	Mar-18	5	15.00	123882	75	0.015
12	Mar-18	352	24.00	123882	8448	0.256
13	Mar-18	816	20.44	123882	16682	0.554
14	Mar-18	136	15.59	123882	2120	0.415
15	Mar-18	344	19.55	123882	6726	0.397
16	Mar-18	1640	14.09	123882	23107	0.767
17	Mar-18	1	28.00	123882	28	0.005
18	Mar-18	86	18.00	123882	1548	0.091
19	Mar-18	288	15.00	123882	4320	0.846
20	Mar-18	132	21.06	123882	2780	0.084
21	Mar-18	515	14.00	123882	7210	0.425
22	Mar-18	280	16.00	123882	4480	0.149
	<b>Total March - 18</b>	<b>9120</b>	<b>20.97</b>	<b>123882</b>	<b>191278</b>	<b>1.540</b>
	<b>YTD FY-18</b>	<b>90103</b>	<b>18.74</b>	<b>123882</b>	<b>1689025</b>	<b>13.630</b>



**Annexure-IV**

Performance Report regarding Reliability Indices  
 (2) System Average Interruption Frequency Index (SAIFI)  
 (Regulation 10 of MERC, Standards of Performance Regulations, 2014)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Mar-18	1998	1998	123882	0.118
2	Mar-18	20	20	123882	0.004
3	Mar-18	18	18	123882	0.004
4	Mar-18	1	1	123882	0.000
5	Mar-18	136	136	123882	0.027
6	Mar-18	16	16	123882	0.001
7	Mar-18	172	172	123882	0.034
8	Mar-18	1943	1943	123882	0.059
9	Mar-18	5	5	123882	0.000
10	Mar-18	216	216	123882	0.013
11	Mar-18	5	5	123882	0.001
12	Mar-18	352	352	123882	0.011
13	Mar-18	816	816	123882	0.027
14	Mar-18	136	136	123882	0.027
15	Mar-18	344	344	123882	0.020
16	Mar-18	1640	1640	123882	0.054
17	Mar-18	1	1	123882	0.000
18	Mar-18	86	86	123882	0.005
19	Mar-18	288	288	123882	0.056
20	Mar-18	132	132	123882	0.004
21	Mar-18	515	515	123882	0.030
22	Mar-18	280	280	123882	0.009
	<b>Total March - 18</b>	9120	9120	123882	0.074
	<b>YTD FY-18</b>	90103	90103	123882	0.727



**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	Mar-18	2.43	0.12	20.58
2	Mar-18	0.06	0.00	14.10
3	Mar-18	0.48	0.00	135.00
4	Mar-18	0.00	0.00	17.00
5	Mar-18	0.40	0.03	15.06
6	Mar-18	0.01	0.00	15.00
7	Mar-18	0.74	0.03	22.00
8	Mar-18	1.65	0.06	28.00
9	Mar-18	0.00	0.00	27.80
10	Mar-18	0.55	0.01	43.00
11	Mar-18	0.01	0.00	15.00
12	Mar-18	0.26	0.01	24.00
13	Mar-18	0.55	0.03	20.44
14	Mar-18	0.41	0.03	15.59
15	Mar-18	0.40	0.02	19.55
16	Mar-18	0.77	0.05	14.09
17	Mar-18	0.01	0.00	28.00
18	Mar-18	0.09	0.01	18.00
19	Mar-18	0.85	0.06	15.00
20	Mar-18	0.08	0.00	21.06
21	Mar-18	0.43	0.03	14.00
22	Mar-18	0.15	0.01	16.00
	<b>Total March - 18</b>	<b>1.54</b>	<b>0.07</b>	<b>20.97</b>
	<b>YTD FY-18</b>	<b>13.63</b>	<b>0.73</b>	<b>18.74</b>