



Appendix

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

Sr. No	Report	Annexure	Regulation Section
1	New Connection (including Temporary Connection)/Additional Load/ Reduction of Load	Annexure I	4.3 to 4.9
2	Shifting of meters / service lines		4.12
3	Change of name and change of tariff category		4.13
4	Complaints regarding Voltage Variation		5.4 (a) to (c)
5	Restoration of Power Supply		6.1 to 6.4
6	Reconnection of supply following disconnection due to non-payment of bills		6.10
7	Metering		7.2 to 7.4
8	Complaints about Consumer's Bills		7.6
9	Report of individual Complaints where Compensation has been paid	Annexure II	-
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**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	i=g+h	j=f-i
	Q4_FY 16-17										145
1	Q1_FY 17-18	4.3	New Connection Inspection of Premises	Urban	145	6498	6643	6494	0	6494	149



**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
Q4_FY 16-17										50
Q1_FY 17-18	4.4	Intimation of Charges where supply from existing lines	Urban	50	147	197	190	0	190	7



**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
	Q4_FY 16-17										29
3	Q1_FY 17-18	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	29	5316	5345	4302	0	4302	1043



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	i=g+h	j=f-i
	Q4_FY 16-17										44
4	Q1_FY 17-18	4.7	New Connection where supply from existing line	Urban	44	138	182	132	0	132	50



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
Q4_FY 16-17										3328
5 Q1_FY 17-18	4.8	New Connection where supply after extension/augmentation	Urban	3328	2101	5429	1641	0	1641	3788



**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	Complaints	Total	With In	More	Total	Pending
					Compliant Nos	In Current Qtr.		Complaints			Standard Of Performance
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 16-17										4279
6	Q1_FY 17-18	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	4279	1545	5824	591	0	591	5233

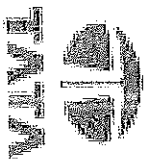


Shifting of Meter/Service Line

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

	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 16-17										31
7	Q1_FY 17-18	4.12	Shifting of Meter/ Service Lane	Urban	31	11	42	7	0	7	35

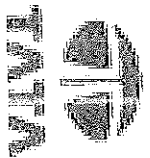




### Reconnection of Supply after Payment of Dues

(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=fi
8	April	6.10	Reconnection of supply after payment of dues	Class-1 Cities/Urban	0	550	550	496	54	550	0
8	May	6.10	Reconnection of supply after payment of dues	Class-1 Cities/Urban	0	631	631	589	42	631	0
8	June	6.10	Reconnection of supply after payment of dues	Class-1 Cities/Urban	0	483	483	437	46	483	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
	Q4_FY 16-17	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
9	Q1_FY 17-18	4.13	Change of Name	Urban	185	4613	4798	4233	0	4233	565



Change of Category

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

Sr. No	Quarter	SOP Regulation No.	Parameters	Area	Pending Compliant Nos	Complaints In Current Qtr.	Total Complaints	With In Standard Of Performance	More Than Stipulated Time	Total Complaints Redressed	Pending Complaints End Of the Qtr
		a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
	Q4_FY 16-17										9
10	Q1_FY 17-18	4.13	Change of Category	Urban	9	244	253	151	0	151	102



**Complaint of Voltage Variation-Local fault**

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

	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	414	414	414	0	414	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	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 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)

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	9708	9708	359	9349	9708	0



Break down of Over head Line

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

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	0	1	1	1	0	1	0
		Class-I Cities/Urban							





Underground Cable fault

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

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	13845	13845	1460	12385	13845	0



Transformer Failure

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

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	201	201	50	151	201	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	0	37	37	37	0	37	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)	Complaints in Current Qtr	Total Complaints	Within Standards of performanc	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	1	195	196	195	0	195	1



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	i=g+h	j=f-i
21	7.6	Billing Complaint	All zones	0	59	59	59	0	59	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		14	1752	1766	1747	19

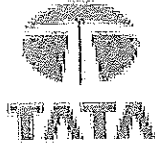


**Annexure-IV**

**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	Apr-17	711	19.92	107922	14160	0.485
2	Apr-17	1314	12.51	107922	16440	0.563
3	Apr-17	25	20.00	107922	500	0.033
4	Apr-17	1	25.00	107922	25	0.001
5	Apr-17	240	50.08	107922	12018	0.787
6	Apr-17	918	22.00	107922	20196	0.658
7	Apr-17	98	45.20	107922	4430	0.152
8	Apr-17	3	16.00	107922	48	0.002
9	Apr-17	342	37.39	107922	12786	1.660
10	Apr-17	347	20.00	107922	6940	0.238
11	Apr-17	383	38.00	107922	14554	1.889
12	Apr-17	191	28.00	107922	5348	0.174
13	Apr-17	199	32.82	107922	6531	0.224
14	Apr-17	488	25.97	107922	12672	0.830
15	Apr-17	4	9.00	107922	36	0.001
16	Apr-17	1081	31.00	107922	33511	1.147
17	Apr-17	252	15.84	107922	3992	0.518
18	Apr-17	1425	15.66	107922	22311	0.727
19	Apr-17	20	25.00	107922	500	0.065
20	Apr-17	393	25.00	107922	9825	0.643
21	Apr-17	227	13.88	107922	3150	0.134
22	Apr-17	40	39.00	107922	1560	0.191
23	Apr-17	70	8.26	107922	578	0.038
	<b>Total April - 17</b>	<b>8772</b>	<b>23.04</b>	<b>107922</b>	<b>202111</b>	<b>1.870</b>
	<b>YTD FY 18</b>	<b>8772</b>	<b>23.04</b>	<b>107922</b>	<b>202111</b>	<b>1.870</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	Apr-17	711	711	107922	0.0243
2	Apr-17	1314	1314	107922	0.0450
3	Apr-17	25	25	107922	0.0016
4	Apr-17	1	1	107922	0.0000
5	Apr-17	240	240	107922	0.0157
6	Apr-17	918	918	107922	0.0299
7	Apr-17	98	98	107922	0.0034
8	Apr-17	3	3	107922	0.0001
9	Apr-17	342	342	107922	0.0444
10	Apr-17	347	347	107922	0.0119
11	Apr-17	383	383	107922	0.0497
12	Apr-17	191	191	107922	0.0062
13	Apr-17	199	199	107922	0.0068
14	Apr-17	488	488	107922	0.0320
15	Apr-17	4	4	107922	0.0001
16	Apr-17	1081	1081	107922	0.0370
17	Apr-17	252	252	107922	0.0327
18	Apr-17	1425	1425	107922	0.0464
19	Apr-17	20	20	107922	0.0026
20	Apr-17	393	393	107922	0.0257
21	Apr-17	227	227	107922	0.0097
22	Apr-17	40	40	107922	0.0049
23	Apr-17	70	70	107922	0.0046
	<b>Total April - 17</b>	<b>8772</b>	<b>8772</b>	<b>107922</b>	<b>0.0813</b>
	<b>YTD FY 18</b>	<b>8772</b>	<b>8772</b>	<b>107922</b>	<b>0.0813</b>



**Annexure-IV**

Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

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

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Apr-17	0.485	0.02	19.92
2	Apr-17	0.563	0.04	12.51
3	Apr-17	0.033	0.00	20.00
4	Apr-17	0.001	0.00	25.00
5	Apr-17	0.787	0.02	50.08
6	Apr-17	0.658	0.03	22.00
7	Apr-17	0.152	0.00	45.20
8	Apr-17	0.002	0.00	16.00
9	Apr-17	1.660	0.04	37.39
10	Apr-17	0.238	0.01	20.00
11	Apr-17	1.889	0.05	38.00
12	Apr-17	0.174	0.01	28.00
13	Apr-17	0.224	0.01	32.82
14	Apr-17	0.830	0.03	25.97
15	Apr-17	0.001	0.00	9.00
16	Apr-17	1.147	0.04	31.00
17	Apr-17	0.518	0.03	15.84
18	Apr-17	0.727	0.05	15.66
19	Apr-17	0.065	0.00	25.00
20	Apr-17	0.643	0.03	25.00
21	Apr-17	0.134	0.01	13.88
22	Apr-17	0.191	0.00	39.00
23	Apr-17	0.038	0.00	8.26
	<b>Total April - 17</b>	<b>1.870</b>	<b>0.08</b>	<b>23.04</b>
	<b>YTD FY 18</b>	<b>1.870</b>	<b>0.08</b>	<b>23.04</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	May-17	22	23.00	108956	506	0.07
2	May-17	435	22.56	108956	9815	0.64
3	May-17	169	43.21	108956	7302	0.24
4	May-17	515	37.65	108956	19391	1.27
5	May-17	158	16.00	108956	2528	0.11
6	May-17	165	33.00	108956	5445	0.19
7	May-17	512	24.27	108956	12427	0.43
8	May-17	291	20.05	108956	5835	0.76
9	May-17	561	7.86	108956	4407	0.15
10	May-17	476	12.00	108956	5712	0.37
11	May-17	431	10.00	108956	4310	0.28
12	May-17	262	51.08	108956	13382	0.46
13	May-17	475	28.70	108956	13633	0.47
14	May-17	455	21.43	108956	9750	0.33
15	May-17	33	8.82	108956	291	0.01
16	May-17	393	7.07	108956	2777	0.18
17	May-17	64	29.00	108956	1856	0.06
18	May-17	264	8.78	108956	2318	0.08
19	May-17	1674	13.66	108956	22869	0.98
20	May-17	1124	40.00	108956	44960	1.46
21	May-17	1	29.00	108956	29	0.00
	<b>Total May - 17</b>	<b>8480</b>	<b>22.35</b>	<b>108956</b>	<b>189543</b>	<b>1.73</b>
	<b>YTD FY 18</b>	<b>17252</b>	<b>22.70</b>	<b>108956</b>	<b>391654</b>	<b>3.59</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	May-17	22	22	108956	0.003
2	May-17	435	435	108956	0.028
3	May-17	169	169	108956	0.006
4	May-17	515	515	108956	0.034
5	May-17	158	158	108956	0.007
6	May-17	165	165	108956	0.006
7	May-17	512	512	108956	0.018
8	May-17	291	291	108956	0.038
9	May-17	561	561	108956	0.019
10	May-17	476	476	108956	0.031
11	May-17	431	431	108956	0.028
12	May-17	262	262	108956	0.009
13	May-17	475	475	108956	0.016
14	May-17	455	455	108956	0.016
15	May-17	33	33	108956	0.001
16	May-17	393	393	108956	0.026
17	May-17	64	64	108956	0.002
18	May-17	264	264	108956	0.009
19	May-17	1674	1674	108956	0.071
20	May-17	1124	1124	108956	0.037
21	May-17	1	1	108956	0.000
	<b>Total May - 17</b>	<b>8480</b>	<b>8480</b>	<b>108956</b>	<b>0.078</b>
	<b>YTD FY 18</b>	<b>17252</b>	<b>17252</b>	<b>108956</b>	<b>0.158</b>



**Annexure-IV**

**Performance Report regarding Reliability Indices**

**(3) Customer Average Interruption Duration Index (CAIDI)**  
**(Regulation 10 of MERC, Standards of Performance Regulations, 2014)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	May-17	0.07	0.00	23.00
2	May-17	0.64	0.03	22.56
3	May-17	0.24	0.01	43.21
4	May-17	1.27	0.03	37.65
5	May-17	0.11	0.01	16.00
6	May-17	0.19	0.01	33.00
7	May-17	0.43	0.02	24.27
8	May-17	0.76	0.04	20.05
9	May-17	0.15	0.02	7.86
10	May-17	0.37	0.03	12.00
11	May-17	0.28	0.03	10.00
12	May-17	0.46	0.01	51.08
13	May-17	0.47	0.02	28.70
14	May-17	0.33	0.02	21.43
15	May-17	0.01	0.00	8.82
16	May-17	0.18	0.03	7.07
17	May-17	0.06	0.00	29.00
18	May-17	0.08	0.01	8.78
19	May-17	0.98	0.07	13.66
20	May-17	1.46	0.04	40.00
21	May-17	0.00	0.00	29.00
	<b>Total May - 17</b>	<b>1.73</b>	<b>0.08</b>	<b>22.35</b>
	<b>YTD FY 18</b>	<b>3.59</b>	<b>0.16</b>	<b>22.70</b>



**Annexure-IV**

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

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
2	3	4	5	6	7
Jun-17	764	19.00	109387	14516	0.467
Jun-17	179	37.91	109387	6785	0.435
Jun-17	764	15.00	109387	11460	0.369
Jun-17	18	21.00	109387	378	0.046
Jun-17	205	39.00	109387	7996	0.964
Jun-17	2	18.00	109387	36	0.001
Jun-17	258	27.95	109387	7210	0.245
Jun-17	152	8.00	109387	1216	0.078
Jun-17	352	35.00	109387	12320	0.397
Jun-17	737	19.01	109387	14010	0.451
Jun-17	136	13.93	109387	1894	0.064
Jun-17	168	20.00	109387	3360	0.405
Jun-17	283	34.00	109387	9622	0.310
Jun-17	91	18.00	109387	1638	0.105
Jun-17	258	22.66	109387	5845	0.198
Jun-17	352	9.14	109387	3218	0.104
Jun-17	6	28.00	109387	168	0.011
Jun-17	26	36.00	109387	936	0.060
Jun-17	213	7.00	109387	1491	0.180
Jun-17	272	33.13	109387	9010	0.306
Jun-17	7	16.00	109387	112	0.007
Jun-17	25	65.92	109387	1648	0.199
<b>Total June - 17</b>	<b>5268</b>	<b>21.80</b>	<b>109387</b>	<b>114869</b>	<b>1.050</b>
<b>YTD FY 18</b>	<b>22520</b>	<b>22.49</b>	<b>109387</b>	<b>506523</b>	<b>4.630</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	Jun-17	764	764	109387	0.0246
2	Jun-17	179	179	109387	0.0115
3	Jun-17	764	764	109387	0.0246
4	Jun-17	18	18	109387	0.0022
5	Jun-17	205	205	109387	0.0247
6	Jun-17	2	2	109387	0.0001
7	Jun-17	258	258	109387	0.0088
8	Jun-17	152	152	109387	0.0098
9	Jun-17	352	352	109387	0.0113
10	Jun-17	737	737	109387	0.0237
11	Jun-17	136	136	109387	0.0046
12	Jun-17	168	168	109387	0.0203
13	Jun-17	283	283	109387	0.0091
14	Jun-17	91	91	109387	0.0058
15	Jun-17	258	258	109387	0.0088
16	Jun-17	352	352	109387	0.0113
17	Jun-17	6	6	109387	0.0004
18	Jun-17	26	26	109387	0.0017
19	Jun-17	213	213	109387	0.0257
20	Jun-17	272	272	109387	0.0092
21	Jun-17	7	7	109387	0.0004
22	Jun-17	25	25	109387	0.0030
	<b>Total June - 17</b>	<b>5268</b>	<b>5268</b>	<b>109387</b>	<b>0.0482</b>
	<b>YTD FY 18</b>	<b>22520</b>	<b>22520</b>	<b>109387</b>	<b>0.2059</b>



**Annexure-IV**

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

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jun-17	0.467	0.0246	19.00
2	Jun-17	0.435	0.0115	37.91
3	Jun-17	0.369	0.0246	15.00
4	Jun-17	0.046	0.0022	21.00
5	Jun-17	0.96	0.02	39.00
6	Jun-17	0.001	0.0001	18.00
7	Jun-17	0.245	0.0088	27.95
8	Jun-17	0.078	0.0098	8.00
9	Jun-17	0.397	0.0113	35.00
10	Jun-17	0.45	0.02	19.01
11	Jun-17	0.06	0.005	13.93
12	Jun-17	0.41	0.02	20.00
13	Jun-17	0.310	0.0091	34.00
14	Jun-17	0.11	0.01	18.00
15	Jun-17	0.198	0.0088	22.66
16	Jun-17	0.104	0.0113	9.14
17	Jun-17	0.01	0.00	28.00
18	Jun-17	0.06	0.00	36.00
19	Jun-17	0.180	0.0257	7.00
20	Jun-17	0.306	0.0092	33.13
21	Jun-17	0.007	0.0004	16.00
22	Jun-17	0.20	0.003	65.92
	<b>Total June - 17</b>	<b>1.05</b>	<b>0.048</b>	<b>21.80</b>
	<b>YTD FY 18</b>	<b>4.63</b>	<b>0.206</b>	<b>22.49</b>