



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
1	Q2_FY 16-17										286
	Q3_FY 16-17	4.3	New Connection Inspection of Premises	Urban	286	4759	5045	4907	0	4907	138



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	Q2_FY 16-17										39
	Q3_FY 16-17	4.4	Intimation of Charges where supply from existing Lines	Urban	39	153	192	184	0	184	8



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	i=g+h	j=f-i
Q2_FY 16-17										163
3	4.5 & 4.6	Intimation of Charges where supply to dedicated or after extension/augmentation	Urban	163	4606	4769	4603	0	4603	166



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
	Q2_FY 16-17										20
4	Q3_FY 16-17	4.7	New Connection where supply from existing line	Urban	20	229	249	210	0	210	39



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
Q2_FY 16-17										4115
5	4.8	New Connection where supply after extension/augmentation	Urban	4115	1613	5728	1802	0	1802	3926



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	i=g+h	j=f-i
Q2_FY 16-17										2449
6	4.9	New Connection where supply after after commissioning of Sub-Station	Urban	2449	3014	5463	865	0	865	4598



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
Q2_FY 16-17										20
7	4.12	Shifting of Meter/ Service Lane	Urban	20	17	37	14	0	14	23



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=g+e	g	h	i=g+h	j=f-i
8	October	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	466	466	444	22	466	0
8	November	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	514	514	475	39	514	0
8	December	6.10	Reconnection of supply after payment of dues	Class-I Cities/Urban	0	547	547	503	44	547	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	i=g+h	j=f-i
	Q2_FY 16-17										165
9	Q3_FY 16-17	4.13	Change of Name	Urban	165	4394	4559	4319	0	4319	240



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
10	Q2_FY 16-17										20
	Q3_FY 16-17	4.13	Change of Category	Urban	20	108	128	111	0	111	17



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	Class-I Cities/Urban	0	63	63	63	0	63	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 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	4085	4085	771	3314	4085	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	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 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	4	22	26	26	0	26	0



Replacement of Burnt Meter

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

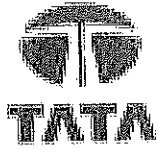
Sr.no.	SOP Regulation no.	Parameters	Area	Pending complaints nos. (Previous)	Complaints in Current Qtr	Total Complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending Complaints at end of Qtr
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
20	7.4	Replacement of Burnt meter	Class I Cities	0	133	133	133	0	133	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	48	48	48	0	48	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		60	1781	1841	1832	9



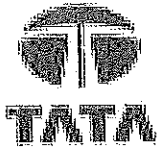
Annexure-IV

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	Oct-16	27	16.81	100317	454	0.02
2	Oct-16	316	21.97	100317	6944	1.10
3	Oct-16	1	10.00	100317	10	0.00
4	Oct-16	712	14.04	100317	9997	0.49
5	Oct-16	360	20.00	100317	7200	1.14
6	Oct-16	220	16.00	100317	3520	0.13
7	Oct-16	1	15.00	100317	15	0.00
	Total October - 16	1637	17.19	100317	28140	0.28
	YTD FY 17	33350	18.17	100317	605902	6.04



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-16	27	27	100317	0.00
2	Oct-16	316	316	100317	0.05
3	Oct-16	1	1	100317	0.00
4	Oct-16	712	712	100317	0.04
5	Oct-16	360	360	100317	0.06
6	Oct-16	220	220	100317	0.01
7	Oct-16	1	1	100317	0.00
	Total October - 16	1637	1637	100317	0.02
	YTD FY 17	33350	33350	100317	0.33



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-16	0.02	0.00	16.815
2	Oct-16	1.10	0.05	21.975
3	Oct-16	0.00	0.00	10.000
4	Oct-16	0.49	0.04	14.041
5	Oct-16	1.14	0.06	20.000
6	Oct-16	0.13	0.01	16.000
7	Oct-16	0.00	0.00	15.000
	Total October - 16	0.28	0.02	17.531
	YTD FY 17	6.04	0.33	18.303



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	Ni=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-16	439	7.95	101248	3489	0.237
2	Nov-16	360	25.00	101248	9000	1.291
3	Nov-16	149	19.00	101248	2831	0.133
4	Nov-16	1442	6.00	101248	8652	0.297
5	Nov-16	717	6.01	101248	4309	0.293
6	Nov-16	1602	17.31	101248	27726	0.985
7	Nov-16	36	10.00	101248	360	0.052
8	Nov-16	942	19.06	101248	17958	0.638
9	Nov-16	547	15.54	101248	8498	0.292
10	Nov-16	2351	11.04	101248	25966	0.891
11	Nov-16	418	16.62	101248	6946	0.247
12	Nov-16	135	7.00	101248	945	0.064
	Total November - 16	9138	12.76	101248	116680	1.152
	YTD FY 17	42488	17.00	101248	722582	7.137



Annexure-IV

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

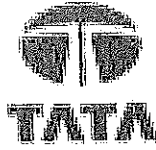
Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area	SAIFI = 4/5
1	2	3	4	5	6
1	Nov-16	439	439	101248	0.0298
2	Nov-16	360	360	101248	0.0516
3	Nov-16	149	149	101248	0.0070
4	Nov-16	1442	1442	101248	0.0495
5	Nov-16	717	717	101248	0.0487
6	Nov-16	1602	1602	101248	0.0569
7	Nov-16	36	36	101248	0.0052
8	Nov-16	942	942	101248	0.0335
9	Nov-16	547	547	101248	0.0188
10	Nov-16	2351	2351	101248	0.0807
11	Nov-16	418	418	101248	0.0149
12	Nov-16	135	135	101248	0.0092
	Total November - 16	9138	9138	101248	0.0903
	YTD FY 17	42488	42488	101248	0.4196



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-16	0.237	0.0298	7.948
2	Nov-16	1.291	0.0516	25.000
3	Nov-16	0.133	0.0070	19.000
4	Nov-16	0.297	0.0495	6.000
5	Nov-16	0.293	0.0487	6.010
6	Nov-16	0.985	0.0569	17.307
7	Nov-16	0.052	0.0052	10.000
8	Nov-16	0.638	0.0335	19.064
9	Nov-16	0.292	0.0188	15.536
10	Nov-16	0.891	0.0807	11.045
11	Nov-16	0.247	0.0149	16.617
12	Nov-16	0.064	0.0092	7.000
	Total November - 16	1.152	0.0903	12.769
	YTD FY 17	7.137	0.4196	17.007



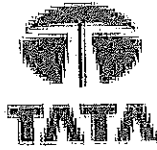
Annexure-IV

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-16	37	19.00	102049	703	0.05
2	Dec-16	2189	10.43	102049	22830	0.78
3	Dec-16	10	13.00	102049	130	0.00
4	Dec-16	52	9.00	102049	468	0.07
5	Dec-16	38	14.00	102049	532	0.02
6	Dec-16	141	24.68	102049	3480	0.23
7	Dec-16	1357	21.66	102049	29388	1.35
8	Dec-16	2	33.00	102049	66	0.01
9	Dec-16	1	13.00	102049	13	0.00
10	Dec-16	385	27.21	102049	10476	0.70
11	Dec-16	1189	28.16	102049	33479	1.54
12	Dec-16	152	10.00	102049	1520	0.05
13	Dec-16	3	44.33	102049	133	0.02
14	Dec-16	407	17.08	102049	6953	0.25
15	Dec-16	179	37.48	102049	6709	0.94
16	Dec-16	30	9.80	102049	294	0.04
17	Dec-16	606	51.82	102049	31400	2.11
18	Dec-16	277	15.00	102049	4155	0.15
	Total Dec-16	7055	21.65	102049	152729	1.50
	YTD FY 17	49543	17.66	102049	875311	8.58



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-16	37	37	102049	0.00
2	Dec-16	2189	2189	102049	0.07
3	Dec-16	10	10	102049	0.00
4	Dec-16	52	52	102049	0.01
5	Dec-16	38	38	102049	0.00
6	Dec-16	141	141	102049	0.01
7	Dec-16	1357	1357	102049	0.06
8	Dec-16	2	2	102049	0.00
9	Dec-16	1	1	102049	0.00
10	Dec-16	385	385	102049	0.03
11	Dec-16	1189	1189	102049	0.05
12	Dec-16	152	152	102049	0.01
13	Dec-16	3	3	102049	0.00
14	Dec-16	407	407	102049	0.01
15	Dec-16	179	179	102049	0.03
16	Dec-16	30	30	102049	0.00
17	Dec-16	606	606	102049	0.04
18	Dec-16	277	277	102049	0.01
	Total Dec-16	7055	7055	102049	0.07
	YTD FY 17	49543	49543	102049	0.49



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-16	0.05	0.00	19.000
2	Dec-16	0.78	0.07	10.429
3	Dec-16	0.00	0.00	13.000
4	Dec-16	0.07	0.01	9.000
5	Dec-16	0.02	0.00	14.000
6	Dec-16	0.23	0.01	24.681
7	Dec-16	1.35	0.06	21.657
8	Dec-16	0.01	0.00	33.000
9	Dec-16	0.00	0.00	13.000
10	Dec-16	0.70	0.03	27.210
11	Dec-16	1.54	0.05	28.157
12	Dec-16	0.05	0.01	10.000
13	Dec-16	0.02	0.00	44.333
14	Dec-16	0.25	0.01	17.084
15	Dec-16	0.94	0.03	37.480
16	Dec-16	0.04	0.00	9.800
17	Dec-16	2.11	0.04	51.815
18	Dec-16	0.15	0.01	15.000
	Total Dec-16	1.50	0.07	21.648
	YTD FY 17	8.58	0.49	17.660