



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.	Remarks
							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		
16	6.3	Underground Cable fault	Class-I Cities/Urba	0	12763	12763	12255	508	12763	0	Refer notes below
17	6.4	Transformer failure	Class-I Cities/Urba	0	4	4	4	0	4	0	
18	7.2	Meter Reading		0	7274035	7274035	7273531	504	7274035	0	No access to Meter Cabin : 229 Meter Cabin Locked : 275
19	7.3**	Replacement of Faulty Meter	Class-I Cities/Urba	3	750	753	753	0	753	0	
20	7.4	Replacement of Burnt Meter	Class-I Cities/Urba	0	1386	1386	1386	0	1386	0	
21	7.6 , 7.7	Billing Complaint		229	6421	6650	6477	0	6477	173	

\* New Connection report is based on number of applications received of individual building wherein multiple meters are connected.

\*\* Faulty meter includes- Defect in the meters not affecting the customer's supply, however affecting recording of consumer's consumption and needs immediate replacement. This does not include black spot meters, meters used for reconnection of supply, meter replaced on consumer request, stolen or missing meters.

SOP Regulation No.	Parameters	Area	Pending complaint Nos. (previous Quarter)
a	b	c	d

Notes-

Sr.no	Reasons for delay	6.1 Fuse off call	6.3UG Cable fault
1	In theft prone areas miscreants are tapping wires from Rlnfra's feeder boxes and meter cabins. The overloading due to such unauthorized load results in to interruption of supply. Rlnfra is taking efforts to remove such unauthorized connections from time to time. During any interruption, for safety purpose, Rlnfra needs to first remove such unauthorized connections and then restore the supply. This results in delay in restoration of supply to complainant or even delay repairing of fault. Events related to this reason are specified here.	0	260
2	Heavy Rains, Water Logging, water ingress due to side by Nalla: In such conditions it becomes difficult to access installation/cables. In such cases it take more time to attended compliant/fault.	0	3
3	Request from Consumer to attend the fault at later suitable time	1	86
4	Adverse site conditions (cable deep/multiple cables at one location/road crossing/supply restoration not possible by temporary means/mass objection): Rlnfra's network is developed over 7 decades. Due to road widening, level raising, concreting, etc. cables have gone deep under the roads. It takes time to get all necessary permission and excavation for repair of such faults. Since using temporary cable or wire on such public roads is safety hazard, it is preferred to repair the fault. Mass objections on site is also faced sometimes. Availability of multiple Utilities under ground and makes it difficult to trace/locate the fault. In such cases supply restoration is delayed.	61	121
5	Objection from Consumer: Some time consumers in the area take the objection (specially in slums) for excavation or laying of temporary cable or wire. At times it becomes very difficult to convince public and take longer time. Such events are covered here.	0	11
6	Access issue to meter cabin /Rlnfra network equipment: Many times it is found that the access to Rlnfra feeder pillars / meter cabin is blocked due to car or motor cycle parking or by any other means. This requires first removal of such obstructions to get access. It take linger time to search owner or call traffic police to get the site cleared. Once the access is available, repairing work is initiated. However, this delays the supply restoration.	0	9
7	Fault at Consumer installation, which consumer needs to rectify. Supply is kept OFF for safety purpose.	0	12
8	Multiple Faults: In some cases multiple faults get developed due to damages by external agency (e.g. road widening/concreting contractors). After repair of one fault, on testing other fault is noticed. Restoration is not possible unless all the faults are repaired.		
9	Labour commotion		
10	Multiple services tapped from common point/main network: It was old practice to tap services from common point. If any service cable becomes faulty, for isolation, it takes more time as all services need to be removed, diverted and then take-up the work on faulty service. In such cases it requires more time as number of works involved are multiple	0	6
<b>Grand Total</b>		<b>62</b>	<b>508</b>

**Annexure-II**  
**Report of individual Complaints where Compensation has been paid**

**Format for quarterly return to be submitted to the Commission by the Distribution Licensee**

Sr. No.	Complaint No.	Date of filing complaint	Consumer No.	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs.)	Date of payment of Compensation (DD/MM/YYYY)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	<b>NIL</b>							
2								
3								
4								
5								
6								
7								

**NOTE -** The report shall be prepared as per category of item for which the compensation is paid for non- observance of Standards of Performance.

**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**

Sr.No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at the start of the 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)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	R Infra	7.3	3	750	753	753	0
2							
3							
4							
5							

## Annexure-IV

## Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

## (1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Oct-17	2	24	2998312	48	0.0000
2	Oct-17	316	10.94	2998312	3457	0.0012
3	Oct-17	225	22	2998312	4950	0.0017
4	Oct-17	692	8	2998312	5536	0.0018
5	Oct-17	259	22.96	2998312	5947	0.0020
6	Oct-17	321	20.62	2998312	6619	0.0022
7	Oct-17	194	45	2998312	8730	0.0029
8	Oct-17	561	19	2998312	10659	0.0036
9	Oct-17	1663	7	2998312	11641	0.0039
10	Oct-17	422	28.26	2998312	11926	0.0040
11	Oct-17	676	18	2998312	12168	0.0041
12	Oct-17	698	19.12	2998312	13346	0.0045
13	Oct-17	560	24	2998312	13440	0.0045
14	Oct-17	739	18.3	2998312	13524	0.0045
15	Oct-17	619	22	2998312	13618	0.0045
16	Oct-17	860	16.91	2998312	14543	0.0049
17	Oct-17	2261	6.73	2998312	15217	0.0051
18	Oct-17	947	16.61	2998312	15730	0.0052
19	Oct-17	693	23.37	2998312	16195	0.0054
20	Oct-17	2235	7.6	2998312	16986	0.0057
21	Oct-17	1090	15.59	2998312	16993	0.0057
22	Oct-17	1162	15	2998312	17430	0.0058
23	Oct-17	738	24.02	2998312	17727	0.0059
24	Oct-17	778	22.94	2998312	17847	0.0060
25	Oct-17	3035	6	2998312	18210	0.0061
26	Oct-17	1042	18.97	2998312	19767	0.0066
27	Oct-17	995	21.28	2998312	21174	0.0071
28	Oct-17	3095	8.13	2998312	25162	0.0084
29	Oct-17	1427	19	2998312	27113	0.0090
30	Oct-17	973	27.9	2998312	27147	0.0091
31	Oct-17	2112	13.46	2998312	28428	0.0095
32	Oct-17	825	34.63	2998312	28570	0.0095
33	Oct-17	1244	24	2998312	29856	0.0100
34	Oct-17	3946	8	2998312	31568	0.0105
35	Oct-17	2675	12.19	2998312	32608	0.0109
36	Oct-17	1103	31	2998312	34193	0.0114
37	Oct-17	2336	14.78	2998312	34526	0.0115

## Annexure-IV

## Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

## (1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
38	Oct-17	1390	28.95	2998312	40241	0.0134
39	Oct-17	728	57.97	2998312	42202	0.0141
40	Oct-17	954	45.16	2998312	43083	0.0144
41	Oct-17	4616	9.66	2998312	44591	0.0149
42	Oct-17	1255	36	2998312	45180	0.0151
43	Oct-17	3759	16.01	2998312	60182	0.0201
44	Oct-17	9537	6.87	2998312	65519	0.0219
45	Oct-17	3528	19	2998312	67032	0.0224
46	Oct-17	2516	29.03	2998312	73039	0.0244
47	Oct-17	1602	48.3	2998312	77377	0.0258
48	Oct-17	4344	19.77	2998312	85881	0.0286
49	Oct-17	3981	21.75	2998312	86587	0.0289
50	Oct-17	2066	42.87	2998312	88569	0.0295
51	Oct-17	5893	17.32	2998312	102067	0.0340
52	Oct-17	2629	39.67	2998312	104292	0.0348
53	Oct-17	4065	27.96	2998312	113657	0.0379
54	Oct-17	6414	17.86	2998312	114554	0.0382
55	Oct-17	2970	39.53	2998312	117404	0.0392
56	Oct-17	4101	28.97	2998312	118806	0.0396
57	Oct-17	4528	27.15	2998312	122935	0.0410
58	Oct-17	3409	37.47	2998312	127735	0.0426
59	Oct-17	10237	13.25	2998312	135640	0.0452
60	Oct-17	4004	37.56	2998312	150390	0.0502
61	Oct-17	4555	36.06	2998312	164253	0.0548
62	Oct-17	9552	17.45	2998312	166682	0.0556
63	Oct-17	3046	55	2998312	167530	0.0559
64	Oct-17	3058	57.4	2998312	175529	0.0585
65	Oct-17	4962	36.44	2998312	180815	0.0603
66	Oct-17	13400	13.82	2998312	185188	0.0618
67	Oct-17	2005	100	2998312	200500	0.0669
68	Oct-17	5153	39.02	2998312	201070	0.0671
69	Oct-17	5100	43.37	2998312	221187	0.0738
70	Oct-17	4427	52.04	2998312	230381	0.0768
71	Oct-17	4176	65	2998312	271440	0.0905
72	Oct-17	6328	47.85	2998312	302795	0.1010
73	Oct-17	7526	50.53	2998312	380289	0.1268
74	Oct-17	6855	61.33	2998312	420417	0.1402

Annexure-IV

Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
75	Oct-17	7390	57.41	2998312	424260	0.1415
76	Oct-17	6761	70.29	2998312	475231	0.1585
77	Oct-17	257	20	2998312	5140	0.0017
78	Oct-17	1652	16	2998312	26432	0.0088
79	Oct-17	4812	11.32	2998312	54472	0.0182
80	Oct-17	3103	19.33	2998312	59981	0.0200
81	Oct-17	4746	13	2998312	61698	0.0206
82	Oct-17	3581	20.54	2998312	73554	0.0245
83	Oct-17	1135	96	2998312	108960	0.0363
84	Oct-17	834	234	2998312	195156	0.0651
85	Oct-17	44	37.98	2998312	1671	0.0006
86	Oct-17	2082	19.11	2998312	39787	0.0133
87	Oct-17	4455	37.02	2998312	164924	0.0550
	<b>Total</b>	<b>253040</b>	<b>2692.7</b>	<b>2998312</b>	<b>7628902</b>	<b>2.5444</b>

Remark

Customer served by Rinfra (Nos.) 2998312

Number of feeders (Nos.) 1142



## Annexure-IV

## Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

## (1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Nov-17	22	16.99	3000526	374	0.0001
2	Nov-17	47	21.15	3000526	994	0.0003
3	Nov-17	22	49.01	3000526	1078	0.0004
4	Nov-17	172	10.19	3000526	1753	0.0006
5	Nov-17	29	77.01	3000526	2233	0.0007
6	Nov-17	194	23	3000526	4462	0.0015
7	Nov-17	159	31.92	3000526	5075	0.0017
8	Nov-17	189	28	3000526	5292	0.0018
9	Nov-17	316	20	3000526	6320	0.0021
10	Nov-17	418	16	3000526	6688	0.0022
11	Nov-17	172	51.51	3000526	8860	0.0030
12	Nov-17	553	18	3000526	9954	0.0033
13	Nov-17	426	33.08	3000526	14092	0.0047
14	Nov-17	947	15.29	3000526	14480	0.0048
15	Nov-17	939	15.79	3000526	14827	0.0049
16	Nov-17	2254	7	3000526	15778	0.0053
17	Nov-17	724	22	3000526	15928	0.0053
18	Nov-17	1624	11.03	3000526	17913	0.0060
19	Nov-17	849	23	3000526	19527	0.0065
20	Nov-17	1110	19.89	3000526	22078	0.0074
21	Nov-17	2738	8.24	3000526	22561	0.0075
22	Nov-17	1552	17.3	3000526	26850	0.0089
23	Nov-17	1167	23.39	3000526	27296	0.0091
24	Nov-17	866	32	3000526	27712	0.0092
25	Nov-17	2012	13.97	3000526	28108	0.0094
26	Nov-17	1315	21.54	3000526	28325	0.0094
27	Nov-17	2169	14.54	3000526	31537	0.0105
28	Nov-17	2645	12.09	3000526	31978	0.0107
29	Nov-17	1844	17.89	3000526	32989	0.0110
30	Nov-17	2232	15.59	3000526	34797	0.0116
31	Nov-17	1160	31.58	3000526	36633	0.0122
32	Nov-17	2672	13.98	3000526	37355	0.0124
33	Nov-17	1552	25.45	3000526	39498	0.0132
34	Nov-17	3769	12.16	3000526	45831	0.0153
35	Nov-17	3370	14	3000526	47180	0.0157
36	Nov-17	1378	35.21	3000526	48519	0.0162
37	Nov-17	2054	24.17	3000526	49645	0.0165

## Annexure-IV

## Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

## (1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
38	Nov-17	1598	32	3000526	51136	0.0170
39	Nov-17	3097	17.06	3000526	52835	0.0176
40	Nov-17	1296	41.97	3000526	54393	0.0181
41	Nov-17	2938	19.84	3000526	58290	0.0194
42	Nov-17	2112	29.17	3000526	61607	0.0205
43	Nov-17	3285	19.52	3000526	64123	0.0214
44	Nov-17	1996	35.58	3000526	71018	0.0237
45	Nov-17	2683	28.38	3000526	76144	0.0254
46	Nov-17	2653	29.05	3000526	77070	0.0257
47	Nov-17	13242	6	3000526	79452	0.0265
48	Nov-17	1691	48	3000526	81168	0.0271
49	Nov-17	5006	17	3000526	85102	0.0284
50	Nov-17	3362	28.09	3000526	94439	0.0315
51	Nov-17	4130	22.93	3000526	94701	0.0316
52	Nov-17	4101	24.5	3000526	100475	0.0335
53	Nov-17	2694	38.8	3000526	104527	0.0348
54	Nov-17	3157	33.71	3000526	106422	0.0355
55	Nov-17	3810	33.77	3000526	128664	0.0429
56	Nov-17	21557	6	3000526	129342	0.0431
57	Nov-17	8714	15.24	3000526	132801	0.0443
58	Nov-17	4518	29.42	3000526	132920	0.0443
59	Nov-17	5852	24.48	3000526	143257	0.0477
60	Nov-17	5339	28	3000526	149492	0.0498
61	Nov-17	5276	28.95	3000526	152740	0.0509
62	Nov-17	4425	35.84	3000526	158592	0.0529
63	Nov-17	5514	29.33	3000526	161726	0.0539
64	Nov-17	4130	40.93	3000526	169041	0.0563
65	Nov-17	1945	87.02	3000526	169254	0.0564
66	Nov-17	9552	17.75	3000526	169548	0.0565
67	Nov-17	9053	18.96	3000526	171645	0.0572
68	Nov-17	5006	36.44	3000526	182419	0.0608
69	Nov-17	6196	29.71	3000526	184083	0.0614
70	Nov-17	6196	30.15	3000526	186809	0.0623
71	Nov-17	6984	27.62	3000526	192898	0.0643
72	Nov-17	5065	40.24	3000526	203816	0.0679
73	Nov-17	5514	39.28	3000526	216590	0.0722
74	Nov-17	5786	38.66	3000526	223687	0.0745

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
75	Nov-17	7996	34.51	3000526	275942	0.0920
76	Nov-17	9053	33.8	3000526	305991	0.1020
77	Nov-17	8473	47.84	3000526	405348	0.1351
78	Nov-17	9236	50.85	3000526	469651	0.1565
79	Nov-17	7027	162.52	3000526	1142028	0.3806
80	Nov-17	733	19	3000526	13927	0.0046
81	Nov-17	65	18	3000526	1170	0.0004
82	Nov-17	477	26.49	3000526	12636	0.0042
83	Nov-17	1244	31.42	3000526	39086	0.0130
84	Nov-17	1995	27.79	3000526	55441	0.0185
85	Nov-17	3916	19.75	3000526	77341	0.0258
86	Nov-17	4455	18	3000526	80190	0.0267
87	Nov-17	2660	40.12	3000526	106719	0.0356
88	Nov-17	5170	29.21	3000526	151016	0.0503
89	Nov-17	4580	19	3000526	87020	0.0290
90	Nov-17	6080	15	3000526	91200	0.0304
	Total	<b>308294</b>	<b>28.45157285</b>	<b>3000526</b>	<b>8771449.2</b>	<b>2.9233</b>

Remark

Customer served by Rinfra (Nos.)

Number of feeders (Nos.)

1157

## Annexure-IV

## Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

## (1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Dec-17	2	50.1	3003022	100	0.0000
2	Dec-17	4	30	3003022	120	0.0000
3	Dec-17	2	157.8	3003022	316	0.0001
4	Dec-17	21	18.66	3003022	392	0.0001
5	Dec-17	48	20.23	3003022	971	0.0003
6	Dec-17	275	6	3003022	1650	0.0005
7	Dec-17	201	32	3003022	6432	0.0021
8	Dec-17	225	30	3003022	6750	0.0022
9	Dec-17	219	34	3003022	7446	0.0025
10	Dec-17	228	38	3003022	8664	0.0029
11	Dec-17	496	20.67	3003022	10252	0.0034
12	Dec-17	662	16	3003022	10592	0.0035
13	Dec-17	660	16.15	3003022	10659	0.0035
14	Dec-17	895	14	3003022	12530	0.0042
15	Dec-17	616	22.17	3003022	13657	0.0045
16	Dec-17	423	33	3003022	13959	0.0046
17	Dec-17	808	17.39	3003022	14051	0.0047
18	Dec-17	939	18.03	3003022	16930	0.0056
19	Dec-17	379	49	3003022	18571	0.0062
20	Dec-17	1209	17.23	3003022	20831	0.0069
21	Dec-17	2887	9.11	3003022	26301	0.0088
22	Dec-17	909	29.44	3003022	26761	0.0089
23	Dec-17	1483	19.77	3003022	29319	0.0098
24	Dec-17	484	62.99	3003022	30487	0.0102
25	Dec-17	1405	23.67	3003022	33256	0.0111
26	Dec-17	1459	24.57	3003022	35848	0.0119
27	Dec-17	2226	16.51	3003022	36751	0.0122
28	Dec-17	1965	19	3003022	37335	0.0124
29	Dec-17	1490	25.29	3003022	37682	0.0125
30	Dec-17	1729	23	3003022	39767	0.0132
31	Dec-17	2516	16.02	3003022	40306	0.0134
32	Dec-17	2132	19.96	3003022	42555	0.0142
33	Dec-17	886	48.69	3003022	43139	0.0144
34	Dec-17	2366	22.39	3003022	52975	0.0176
35	Dec-17	2808	20.64	3003022	57957	0.0193
36	Dec-17	1455	44	3003022	64020	0.0213
37	Dec-17	2713	29.29	3003022	79464	0.0265

## Annexure-IV

## Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

## (1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
38	Dec-17	4687	17	3003022	79679	0.0265
39	Dec-17	3501	22.95	3003022	80348	0.0268
40	Dec-17	2224	36.69	3003022	81599	0.0272
41	Dec-17	1529	54.69	3003022	83621	0.0278
42	Dec-17	2855	30.05	3003022	85793	0.0286
43	Dec-17	2723	32	3003022	87136	0.0290
44	Dec-17	2490	35.63	3003022	88719	0.0295
45	Dec-17	2184	42.4	3003022	92602	0.0308
46	Dec-17	2944	32.1	3003022	94502	0.0315
47	Dec-17	4788	19.76	3003022	94611	0.0315
48	Dec-17	3795	26.44	3003022	100340	0.0334
49	Dec-17	4531	23.99	3003022	108699	0.0362
50	Dec-17	4471	24.77	3003022	110747	0.0369
51	Dec-17	2066	55.39	3003022	114436	0.0381
52	Dec-17	2946	39.73	3003022	117045	0.0390
53	Dec-17	5742	20.92	3003022	120123	0.0400
54	Dec-17	2286	52.85	3003022	120815	0.0402
55	Dec-17	5023	24.56	3003022	123365	0.0411
56	Dec-17	5745	21.48	3003022	123403	0.0411
57	Dec-17	5040	25.21	3003022	127058	0.0423
58	Dec-17	3688	36.66	3003022	135202	0.0450
59	Dec-17	3178	43.39	3003022	137893	0.0459
60	Dec-17	5311	27.81	3003022	147699	0.0492
61	Dec-17	5512	27.87	3003022	153619	0.0512
62	Dec-17	5861	27.02	3003022	158364	0.0527
63	Dec-17	4360	37.8	3003022	164808	0.0549
64	Dec-17	1599	103.16	3003022	164953	0.0549
65	Dec-17	4853	35.36	3003022	171602	0.0571
66	Dec-17	13444	13.43	3003022	180553	0.0601
67	Dec-17	4851	41.76	3003022	202578	0.0675
68	Dec-17	6570	30.93	3003022	203210	0.0677
69	Dec-17	5650	42.38	3003022	239447	0.0797
70	Dec-17	5554	43.45	3003022	241321	0.0804
71	Dec-17	8634	30.07	3003022	259624	0.0865
72	Dec-17	3975	65.67	3003022	261038	0.0869
73	Dec-17	6632	40.41	3003022	267999	0.0892
74	Dec-17	7322	45.53	3003022	333371	0.1110

## Annexure-IV

## Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

## (1) System Average Interruption Duration Index (SAIDI)

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)(In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
75	Dec-17	11844	34	3003022	402696	0.1341
76	Dec-17	10583	40.16	3003022	425013	0.1415
77	Dec-17	13817	33.96	3003022	469225	0.1563
78	Dec-17	8491	72.76	3003022	617805	0.2057
79	Dec-17	12056	65.04	3003022	784122	0.2611
80	Dec-17	1	364.8	3003022	365	0.0001
81	Dec-17	555	29	3003022	16095	0.0054
82	Dec-17	1597	47.57	3003022	75969	0.0253
83	Dec-17	2521	31.43	3003022	79235	0.0264
84	Dec-17	1700	93	3003022	158100	0.0526
85	Dec-17	7527	59.38	3003022	446953	0.1488
86	Dec-17	282	6	3003022	1692	0.0006
87	Dec-17	1244	22.32	3003022	27766	0.0092
89	Dec-17	1677	7.11	3003022	11923	0.0040
90	Dec-17	1658	10.23	3003022	16961	0.0056
91	Dec-17	5881	13	3003022	76453	0.0255
		<b>289223</b>	<b>34.43</b>	<b>3003022</b>	<b>9957092</b>	<b>3.3157</b>

Remark

Customer served by Rinfra (Nos.)

3003022

Number of feeders (Nos.)

1161

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
1	Oct-17	2	2	2998312	0.0000
2	Oct-17	316	316	2998312	0.0001
3	Oct-17	225	225	2998312	0.0001
4	Oct-17	692	692	2998312	0.0002
5	Oct-17	259	259	2998312	0.0001
6	Oct-17	321	321	2998312	0.0001
7	Oct-17	194	194	2998312	0.0001
8	Oct-17	561	561	2998312	0.0002
9	Oct-17	1663	1663	2998312	0.0006
10	Oct-17	422	422	2998312	0.0001
11	Oct-17	676	676	2998312	0.0002
12	Oct-17	698	698	2998312	0.0002
13	Oct-17	560	560	2998312	0.0002
14	Oct-17	739	739	2998312	0.0002
15	Oct-17	619	619	2998312	0.0002
16	Oct-17	860	860	2998312	0.0003
17	Oct-17	2261	2261	2998312	0.0008
18	Oct-17	947	947	2998312	0.0003
19	Oct-17	693	693	2998312	0.0002
20	Oct-17	2235	2235	2998312	0.0007
21	Oct-17	1090	1090	2998312	0.0004
22	Oct-17	1162	1162	2998312	0.0004
23	Oct-17	738	738	2998312	0.0002
24	Oct-17	778	778	2998312	0.0003
25	Oct-17	3035	3035	2998312	0.0010
26	Oct-17	1042	1042	2998312	0.0003
27	Oct-17	995	995	2998312	0.0003
28	Oct-17	3095	3095	2998312	0.0010
29	Oct-17	1427	1427	2998312	0.0005
30	Oct-17	973	973	2998312	0.0003
31	Oct-17	2112	2112	2998312	0.0007
32	Oct-17	825	825	2998312	0.0003
33	Oct-17	1244	1244	2998312	0.0004
34	Oct-17	3946	3946	2998312	0.0013
35	Oct-17	2675	2675	2998312	0.0009
36	Oct-17	1103	1103	2998312	0.0004

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
37	Oct-17	2336	2336	2998312	0.0008
38	Oct-17	1390	1390	2998312	0.0005
39	Oct-17	728	728	2998312	0.0002
40	Oct-17	954	954	2998312	0.0003
41	Oct-17	4616	4616	2998312	0.0015
42	Oct-17	1255	1255	2998312	0.0004
43	Oct-17	3759	3759	2998312	0.0013
44	Oct-17	9537	9537	2998312	0.0032
45	Oct-17	3528	3528	2998312	0.0012
46	Oct-17	2516	2516	2998312	0.0008
47	Oct-17	1602	1602	2998312	0.0005
48	Oct-17	4344	4344	2998312	0.0014
49	Oct-17	3981	3981	2998312	0.0013
50	Oct-17	2066	2066	2998312	0.0007
51	Oct-17	5893	5893	2998312	0.0020
52	Oct-17	2629	2629	2998312	0.0009
53	Oct-17	4065	4065	2998312	0.0014
54	Oct-17	6414	6414	2998312	0.0021
55	Oct-17	2970	2970	2998312	0.0010
56	Oct-17	4101	4101	2998312	0.0014
57	Oct-17	4528	4528	2998312	0.0015
58	Oct-17	3409	3409	2998312	0.0011
59	Oct-17	10237	10237	2998312	0.0034
60	Oct-17	4004	4004	2998312	0.0013
61	Oct-17	4555	4555	2998312	0.0015
62	Oct-17	9552	9552	2998312	0.0032
63	Oct-17	3046	3046	2998312	0.0010
64	Oct-17	3058	3058	2998312	0.0010
65	Oct-17	4962	4962	2998312	0.0017
66	Oct-17	13400	13400	2998312	0.0045
67	Oct-17	2005	2005	2998312	0.0007
68	Oct-17	5153	5153	2998312	0.0017
69	Oct-17	5100	5100	2998312	0.0017
70	Oct-17	4427	4427	2998312	0.0015
71	Oct-17	4176	4176	2998312	0.0014
72	Oct-17	6328	6328	2998312	0.0021



Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
73	Oct-17	7526	7526	2998312	0.0025
74	Oct-17	6855	6855	2998312	0.0023
75	Oct-17	7390	7390	2998312	0.0025
76	Oct-17	6761	6761	2998312	0.0023
77	Oct-17	257	257	2998312	0.0001
78	Oct-17	1652	1652	2998312	0.0006
79	Oct-17	4812	4812	2998312	0.0016
80	Oct-17	3103	3103	2998312	0.0010
81	Oct-17	4746	4746	2998312	0.0016
82	Oct-17	3581	3581	2998312	0.0012
83	Oct-17	1135	1135	2998312	0.0004
84	Oct-17	834	834	2998312	0.0003
85	Oct-17	44	44	2998312	0.0000
86	Oct-17	2082	2082	2998312	0.0007
87	Oct-17	4455	4455	2998312	0.0015
<b>Total</b>		<b>253040</b>	<b>253040</b>	<b>2998312</b>	<b>0.0844</b>

Remark

Customer served by Rinfra (Nos.)                      2998312

Number of feeders (Nos.)                                      1142

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
1	Nov-17	22	22	3000526	0.0000
2	Nov-17	47	47	3000526	0.0000
3	Nov-17	22	22	3000526	0.0000
4	Nov-17	172	172	3000526	0.0001
5	Nov-17	29	29	3000526	0.0000
6	Nov-17	194	194	3000526	0.0001
7	Nov-17	159	159	3000526	0.0001
8	Nov-17	189	189	3000526	0.0001
9	Nov-17	316	316	3000526	0.0001
10	Nov-17	418	418	3000526	0.0001
11	Nov-17	172	172	3000526	0.0001
12	Nov-17	553	553	3000526	0.0002
13	Nov-17	426	426	3000526	0.0001
14	Nov-17	947	947	3000526	0.0003
15	Nov-17	939	939	3000526	0.0003
16	Nov-17	2254	2254	3000526	0.0008
17	Nov-17	724	724	3000526	0.0002
18	Nov-17	1624	1624	3000526	0.0005
19	Nov-17	849	849	3000526	0.0003
20	Nov-17	1110	1110	3000526	0.0004
21	Nov-17	2738	2738	3000526	0.0009
22	Nov-17	1552	1552	3000526	0.0005
23	Nov-17	1167	1167	3000526	0.0004
24	Nov-17	866	866	3000526	0.0003
25	Nov-17	2012	2012	3000526	0.0007
26	Nov-17	1315	1315	3000526	0.0004
27	Nov-17	2169	2169	3000526	0.0007
28	Nov-17	2645	2645	3000526	0.0009
29	Nov-17	1844	1844	3000526	0.0006
30	Nov-17	2232	2232	3000526	0.0007
31	Nov-17	1160	1160	3000526	0.0004
32	Nov-17	2672	2672	3000526	0.0009
33	Nov-17	1552	1552	3000526	0.0005
34	Nov-17	3769	3769	3000526	0.0013
35	Nov-17	3370	3370	3000526	0.0011
36	Nov-17	1378	1378	3000526	0.0005

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
37	Nov-17	2054	2054	3000526	0.0007
38	Nov-17	1598	1598	3000526	0.0005
39	Nov-17	3097	3097	3000526	0.0010
40	Nov-17	1296	1296	3000526	0.0004
41	Nov-17	2938	2938	3000526	0.0010
42	Nov-17	2112	2112	3000526	0.0007
43	Nov-17	3285	3285	3000526	0.0011
44	Nov-17	1996	1996	3000526	0.0007
45	Nov-17	2683	2683	3000526	0.0009
46	Nov-17	2653	2653	3000526	0.0009
47	Nov-17	13242	13242	3000526	0.0044
48	Nov-17	1691	1691	3000526	0.0006
49	Nov-17	5006	5006	3000526	0.0017
50	Nov-17	3362	3362	3000526	0.0011
51	Nov-17	4130	4130	3000526	0.0014
52	Nov-17	4101	4101	3000526	0.0014
53	Nov-17	2694	2694	3000526	0.0009
54	Nov-17	3157	3157	3000526	0.0011
55	Nov-17	3810	3810	3000526	0.0013
56	Nov-17	21557	21557	3000526	0.0072
57	Nov-17	8714	8714	3000526	0.0029
58	Nov-17	4518	4518	3000526	0.0015
59	Nov-17	5852	5852	3000526	0.0020
60	Nov-17	5339	5339	3000526	0.0018
61	Nov-17	5276	5276	3000526	0.0018
62	Nov-17	4425	4425	3000526	0.0015
63	Nov-17	5514	5514	3000526	0.0018
64	Nov-17	4130	4130	3000526	0.0014
65	Nov-17	1945	1945	3000526	0.0006
66	Nov-17	9552	9552	3000526	0.0032
67	Nov-17	9053	9053	3000526	0.0030
68	Nov-17	5006	5006	3000526	0.0017
69	Nov-17	6196	6196	3000526	0.0021
70	Nov-17	6196	6196	3000526	0.0021
71	Nov-17	6984	6984	3000526	0.0023
72	Nov-17	5065	5065	3000526	0.0017

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
73	Nov-17	5514	5514	3000526	0.0018
74	Nov-17	5786	5786	3000526	0.0019
75	Nov-17	7996	7996	3000526	0.0027
76	Nov-17	9053	9053	3000526	0.0030
77	Nov-17	8473	8473	3000526	0.0028
78	Nov-17	9236	9236	3000526	0.0031
79	Nov-17	7027	7027	3000526	0.0023
80	Nov-17	733	733	3000526	0.0002
81	Nov-17	65	65	3000526	0.0000
82	Nov-17	477	477	3000526	0.0002
83	Nov-17	1244	1244	3000526	0.0004
84	Nov-17	1995	1995	3000526	0.0007
85	Nov-17	3916	3916	3000526	0.0013
86	Nov-17	4455	4455	3000526	0.0015
87	Nov-17	2660	2660	3000526	0.0009
88	Nov-17	5170	5170	3000526	0.0017
89	Nov-17	4580	4580	3000526	0.0015
90	Nov-17	6080	6080	3000526	0.0020
	<b>Total</b>	<b>308203</b>	<b>308203</b>	<b>3000526</b>	<b>0.1027</b>

Remark

Customer served by Rinfra (Nos.)

3000526

Number of feeders (Nos.)

1157

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
1	Dec-17	2	2	3003022	0.0000
2	Dec-17	4	4	3003022	0.0000
3	Dec-17	2	2	3003022	0.0000
4	Dec-17	21	21	3003022	0.0000
5	Dec-17	48	48	3003022	0.0000
6	Dec-17	275	275	3003022	0.0001
7	Dec-17	201	201	3003022	0.0001
8	Dec-17	225	225	3003022	0.0001
9	Dec-17	219	219	3003022	0.0001
10	Dec-17	228	228	3003022	0.0001
11	Dec-17	496	496	3003022	0.0002
12	Dec-17	662	662	3003022	0.0002
13	Dec-17	660	660	3003022	0.0002
14	Dec-17	895	895	3003022	0.0003
15	Dec-17	616	616	3003022	0.0002
16	Dec-17	423	423	3003022	0.0001
17	Dec-17	808	808	3003022	0.0003
18	Dec-17	939	939	3003022	0.0003
19	Dec-17	379	379	3003022	0.0001
20	Dec-17	1209	1209	3003022	0.0004
21	Dec-17	2887	2887	3003022	0.0010
22	Dec-17	909	909	3003022	0.0003
23	Dec-17	1483	1483	3003022	0.0005
24	Dec-17	484	484	3003022	0.0002
25	Dec-17	1405	1405	3003022	0.0005
26	Dec-17	1459	1459	3003022	0.0005
27	Dec-17	2226	2226	3003022	0.0007
28	Dec-17	1965	1965	3003022	0.0007
29	Dec-17	1490	1490	3003022	0.0005
30	Dec-17	1729	1729	3003022	0.0006
31	Dec-17	2516	2516	3003022	0.0008
32	Dec-17	2132	2132	3003022	0.0007
33	Dec-17	886	886	3003022	0.0003
34	Dec-17	2366	2366	3003022	0.0008
35	Dec-17	2808	2808	3003022	0.0009
36	Dec-17	1455	1455	3003022	0.0005

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
37	Dec-17	2713	2713	3003022	0.0009
38	Dec-17	4687	4687	3003022	0.0016
39	Dec-17	3501	3501	3003022	0.0012
40	Dec-17	2224	2224	3003022	0.0007
41	Dec-17	1529	1529	3003022	0.0005
42	Dec-17	2855	2855	3003022	0.0010
43	Dec-17	2723	2723	3003022	0.0009
44	Dec-17	2490	2490	3003022	0.0008
45	Dec-17	2184	2184	3003022	0.0007
46	Dec-17	2944	2944	3003022	0.0010
47	Dec-17	4788	4788	3003022	0.0016
48	Dec-17	3795	3795	3003022	0.0013
49	Dec-17	4531	4531	3003022	0.0015
50	Dec-17	4471	4471	3003022	0.0015
51	Dec-17	2066	2066	3003022	0.0007
52	Dec-17	2946	2946	3003022	0.0010
53	Dec-17	5742	5742	3003022	0.0019
54	Dec-17	2286	2286	3003022	0.0008
55	Dec-17	5023	5023	3003022	0.0017
56	Dec-17	5745	5745	3003022	0.0019
57	Dec-17	5040	5040	3003022	0.0017
58	Dec-17	3688	3688	3003022	0.0012
59	Dec-17	3178	3178	3003022	0.0011
60	Dec-17	5311	5311	3003022	0.0018
61	Dec-17	5512	5512	3003022	0.0018
62	Dec-17	5861	5861	3003022	0.0020
63	Dec-17	4360	4360	3003022	0.0015
64	Dec-17	1599	1599	3003022	0.0005
65	Dec-17	4853	4853	3003022	0.0016
66	Dec-17	13444	13444	3003022	0.0045
67	Dec-17	4851	4851	3003022	0.0016
68	Dec-17	6570	6570	3003022	0.0022
69	Dec-17	5650	5650	3003022	0.0019
70	Dec-17	5554	5554	3003022	0.0018
71	Dec-17	8634	8634	3003022	0.0029
72	Dec-17	3975	3975	3003022	0.0013

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(2) System Average Interruption Frequency Index (SAIFI)

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) (Events)
(1)	(2)	(3)	(4)	(5)	(6)
73	Dec-17	6632	6632	3003022	0.0022
74	Dec-17	7322	7322	3003022	0.0024
75	Dec-17	11844	11844	3003022	0.0039
76	Dec-17	10583	10583	3003022	0.0035
77	Dec-17	13817	13817	3003022	0.0046
78	Dec-17	8491	8491	3003022	0.0028
79	Dec-17	12056	12056	3003022	0.0040
80	Dec-17	1	1	3003022	0.0000
81	Dec-17	555	555	3003022	0.0002
82	Dec-17	1597	1597	3003022	0.0005
83	Dec-17	2521	2521	3003022	0.0008
84	Dec-17	1700	1700	3003022	0.0006
85	Dec-17	7527	7527	3003022	0.0025
86	Dec-17	282	282	3003022	0.0001
87	Dec-17	1244	1244	3003022	0.0004
89	Dec-17	1677	1677	3003022	0.0006
90	Dec-17	1658	1658	3003022	0.0006
91	Dec-17	5881	5881	3003022	0.0020
	<b>Total</b>	<b>289223</b>	<b>289223</b>	<b>3003022</b>	<b>0.09631</b>

Remark

Customer served by Rinfra (Nos.)

3003022

Number of feeders (Nos.)

1161

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
1	Oct-17	0.0000	0.0000	24.0000
2	Oct-17	0.0012	0.0001	10.9400
3	Oct-17	0.0017	0.0001	22.0000
4	Oct-17	0.0018	0.0002	8.0000
5	Oct-17	0.0020	0.0001	22.9600
6	Oct-17	0.0022	0.0001	20.6200
7	Oct-17	0.0029	0.0001	45.0000
8	Oct-17	0.0036	0.0002	19.0000
9	Oct-17	0.0039	0.0006	7.0000
10	Oct-17	0.0040	0.0001	28.2600
11	Oct-17	0.0041	0.0002	18.0000
12	Oct-17	0.0045	0.0002	19.1200
13	Oct-17	0.0045	0.0002	24.0000
14	Oct-17	0.0045	0.0002	18.3000
15	Oct-17	0.0045	0.0002	22.0000
16	Oct-17	0.0049	0.0003	16.9100
17	Oct-17	0.0051	0.0008	6.7300
18	Oct-17	0.0052	0.0003	16.6100
19	Oct-17	0.0054	0.0002	23.3700
20	Oct-17	0.0057	0.0007	7.6000
21	Oct-17	0.0057	0.0004	15.5900
22	Oct-17	0.0058	0.0004	15.0000
23	Oct-17	0.0059	0.0002	24.0200
24	Oct-17	0.0060	0.0003	22.9400
25	Oct-17	0.0061	0.0010	6.0000
26	Oct-17	0.0066	0.0003	18.9700
27	Oct-17	0.0071	0.0003	21.2800
28	Oct-17	0.0084	0.0010	8.1300
29	Oct-17	0.0090	0.0005	19.0000
30	Oct-17	0.0091	0.0003	27.9000
31	Oct-17	0.0095	0.0007	13.4600
32	Oct-17	0.0095	0.0003	34.6300
33	Oct-17	0.0100	0.0004	24.0000
34	Oct-17	0.0105	0.0013	8.0000
35	Oct-17	0.0109	0.0009	12.1900
36	Oct-17	0.0114	0.0004	31.0000
37	Oct-17	0.0115	0.0008	14.7800
38	Oct-17	0.0134	0.0005	28.9500
39	Oct-17	0.0141	0.0002	57.9700
40	Oct-17	0.0144	0.0003	45.1600
41	Oct-17	0.0149	0.0015	9.6600
42	Oct-17	0.0151	0.0004	36.0000
43	Oct-17	0.0201	0.0013	16.0100
44	Oct-17	0.0219	0.0032	6.8700
45	Oct-17	0.0224	0.0012	19.0000
46	Oct-17	0.0244	0.0008	29.0300
47	Oct-17	0.0258	0.0005	48.3000
48	Oct-17	0.0286	0.0014	19.7700
49	Oct-17	0.0289	0.0013	21.7500
50	Oct-17	0.0295	0.0007	42.8700
51	Oct-17	0.0340	0.0020	17.3200
52	Oct-17	0.0348	0.0009	39.6700
53	Oct-17	0.0379	0.0014	27.9600
54	Oct-17	0.0382	0.0021	17.8600
55	Oct-17	0.0392	0.0010	39.5300
56	Oct-17	0.0396	0.0014	28.9700



Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
57	Oct-17	0.0410	0.0015	27.1500
58	Oct-17	0.0426	0.0011	37.4700
59	Oct-17	0.0452	0.0034	13.2500
60	Oct-17	0.0502	0.0013	37.5600
61	Oct-17	0.0548	0.0015	36.0600
62	Oct-17	0.0556	0.0032	17.4500
63	Oct-17	0.0559	0.0010	55.0000
64	Oct-17	0.0585	0.0010	57.4000
65	Oct-17	0.0603	0.0017	36.4400
66	Oct-17	0.0618	0.0045	13.8200
67	Oct-17	0.0669	0.0007	100.0000
68	Oct-17	0.0671	0.0017	39.0200
69	Oct-17	0.0738	0.0017	43.3700
70	Oct-17	0.0768	0.0015	52.0400
71	Oct-17	0.0905	0.0014	65.0000
72	Oct-17	0.1010	0.0021	47.8500
73	Oct-17	0.1268	0.0025	50.5300
74	Oct-17	0.1402	0.0023	61.3300
75	Oct-17	0.1415	0.0025	57.4100
76	Oct-17	0.1585	0.0023	70.2900
77	Oct-17	0.0017	0.0001	20.0000
78	Oct-17	0.0088	0.0006	16.0000
79	Oct-17	0.0182	0.0016	11.3200
80	Oct-17	0.0200	0.0010	19.3300
81	Oct-17	0.0206	0.0016	13.0000
82	Oct-17	0.0245	0.0012	20.5400
83	Oct-17	0.0363	0.0004	96.0000
84	Oct-17	0.0651	0.0003	234.0000
85	Oct-17	0.0006	0.0000	37.9800
86	Oct-17	0.0133	0.0007	19.1100
87	Oct-17	0.0550	0.0015	37.0200
	<b>Total</b>	<b>2.5444</b>	<b>0.0844</b>	<b>30.1490</b>

Remark

Customer served by Rinfra (Nos.)

2998312

Number of feeders (Nos.)

1142

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
1	Nov-17	0.0001	0.0000	16.99
2	Nov-17	0.0003	0.0000	21.15
3	Nov-17	0.0004	0.0000	49.01
4	Nov-17	0.0006	0.0001	10.19
5	Nov-17	0.0007	0.0000	77.01
6	Nov-17	0.0015	0.0001	23.00
7	Nov-17	0.0017	0.0001	31.92
8	Nov-17	0.0018	0.0001	28.00
9	Nov-17	0.0021	0.0001	20.00
10	Nov-17	0.0022	0.0001	16.00
11	Nov-17	0.0030	0.0001	51.51
12	Nov-17	0.0033	0.0002	18.00
13	Nov-17	0.0047	0.0001	33.08
14	Nov-17	0.0048	0.0003	15.29
15	Nov-17	0.0049	0.0003	15.79
16	Nov-17	0.0053	0.0008	7.00
17	Nov-17	0.0053	0.0002	22.00
18	Nov-17	0.0060	0.0005	11.03
19	Nov-17	0.0065	0.0003	23.00
20	Nov-17	0.0074	0.0004	19.89
21	Nov-17	0.0075	0.0009	8.24
22	Nov-17	0.0089	0.0005	17.30
23	Nov-17	0.0091	0.0004	23.39
24	Nov-17	0.0092	0.0003	32.00
25	Nov-17	0.0094	0.0007	13.97
26	Nov-17	0.0094	0.0004	21.54
27	Nov-17	0.0105	0.0007	14.54
28	Nov-17	0.0107	0.0009	12.09
29	Nov-17	0.0110	0.0006	17.89
30	Nov-17	0.0116	0.0007	15.59
31	Nov-17	0.0122	0.0004	31.58
32	Nov-17	0.0124	0.0009	13.98
33	Nov-17	0.0132	0.0005	25.45
34	Nov-17	0.0153	0.0013	12.16
35	Nov-17	0.0157	0.0011	14.00
36	Nov-17	0.0162	0.0005	35.21
37	Nov-17	0.0165	0.0007	24.17
38	Nov-17	0.0170	0.0005	32.00
39	Nov-17	0.0176	0.0010	17.06
40	Nov-17	0.0181	0.0004	41.97
41	Nov-17	0.0194	0.0010	19.84
42	Nov-17	0.0205	0.0007	29.17
43	Nov-17	0.0214	0.0011	19.52
44	Nov-17	0.0237	0.0007	35.58
45	Nov-17	0.0254	0.0009	28.38
46	Nov-17	0.0257	0.0009	29.05
47	Nov-17	0.0265	0.0044	6.00
48	Nov-17	0.0271	0.0006	48.00
49	Nov-17	0.0284	0.0017	17.00
50	Nov-17	0.0315	0.0011	28.09
51	Nov-17	0.0316	0.0014	22.93
52	Nov-17	0.0335	0.0014	24.50
53	Nov-17	0.0348	0.0009	38.80
54	Nov-17	0.0355	0.0011	33.71
55	Nov-17	0.0429	0.0013	33.77
56	Nov-17	0.0431	0.0072	6.00

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
57	Nov-17	0.0443	0.0029	15.24
58	Nov-17	0.0443	0.0015	29.42
59	Nov-17	0.0477	0.0020	24.48
60	Nov-17	0.0498	0.0018	28.00
61	Nov-17	0.0509	0.0018	28.95
62	Nov-17	0.0529	0.0015	35.84
63	Nov-17	0.0539	0.0018	29.33
64	Nov-17	0.0563	0.0014	40.93
65	Nov-17	0.0564	0.0006	87.02
66	Nov-17	0.0565	0.0032	17.75
67	Nov-17	0.0572	0.0030	18.96
68	Nov-17	0.0608	0.0017	36.44
69	Nov-17	0.0614	0.0021	29.71
70	Nov-17	0.0623	0.0021	30.15
71	Nov-17	0.0643	0.0023	27.62
72	Nov-17	0.0679	0.0017	40.24
73	Nov-17	0.0722	0.0018	39.28
74	Nov-17	0.0745	0.0019	38.66
75	Nov-17	0.0920	0.0027	34.51
76	Nov-17	0.1020	0.0030	33.80
77	Nov-17	0.1351	0.0028	47.84
78	Nov-17	0.1565	0.0031	50.85
79	Nov-17	0.3806	0.0023	162.52
80	Nov-17	0.0046	0.0002	19.00
81	Nov-17	0.0004	0.0000	18.00
82	Nov-17	0.0042	0.0002	26.49
83	Nov-17	0.0130	0.0004	31.42
84	Nov-17	0.0185	0.0007	27.79
85	Nov-17	0.0258	0.0013	19.75
86	Nov-17	0.0267	0.0015	18.00
87	Nov-17	0.0356	0.0009	40.12
88	Nov-17	0.0503	0.0017	29.21
89	Nov-17	0.0290	0.0015	19.00
90	Nov-17	0.0304	0.0020	15.00
<b>Total</b>		<b>2.923303847</b>	<b>0.102746652</b>	<b>28.45157285</b>

Remark

Customer served by Rinfra (Nos.)

3000526

Number of feeders (Nos.)

1157

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
1	Dec-17	0.0000	0.0000	50.10
2	Dec-17	0.0000	0.0000	30.00
3	Dec-17	0.0001	0.0000	157.80
4	Dec-17	0.0001	0.0000	18.66
5	Dec-17	0.0003	0.0000	20.23
6	Dec-17	0.0005	0.0001	6.00
7	Dec-17	0.0021	0.0001	32.00
8	Dec-17	0.0022	0.0001	30.00
9	Dec-17	0.0025	0.0001	34.00
10	Dec-17	0.0029	0.0001	38.00
11	Dec-17	0.0034	0.0002	20.67
12	Dec-17	0.0035	0.0002	16.00
13	Dec-17	0.0035	0.0002	16.15
14	Dec-17	0.0042	0.0003	14.00
15	Dec-17	0.0045	0.0002	22.17
16	Dec-17	0.0046	0.0001	33.00
17	Dec-17	0.0047	0.0003	17.39
18	Dec-17	0.0056	0.0003	18.03
19	Dec-17	0.0062	0.0001	49.00
20	Dec-17	0.0069	0.0004	17.23
21	Dec-17	0.0088	0.0010	9.11
22	Dec-17	0.0089	0.0003	29.44
23	Dec-17	0.0098	0.0005	19.77
24	Dec-17	0.0102	0.0002	62.99
25	Dec-17	0.0111	0.0005	23.67
26	Dec-17	0.0119	0.0005	24.57
27	Dec-17	0.0122	0.0007	16.51
28	Dec-17	0.0124	0.0007	19.00
29	Dec-17	0.0125	0.0005	25.29
30	Dec-17	0.0132	0.0006	23.00
31	Dec-17	0.0134	0.0008	16.02
32	Dec-17	0.0142	0.0007	19.96
33	Dec-17	0.0144	0.0003	48.69
34	Dec-17	0.0176	0.0008	22.39
35	Dec-17	0.0193	0.0009	20.64
36	Dec-17	0.0213	0.0005	44.00
37	Dec-17	0.0265	0.0009	29.29
38	Dec-17	0.0265	0.0016	17.00
39	Dec-17	0.0268	0.0012	22.95
40	Dec-17	0.0272	0.0007	36.69
41	Dec-17	0.0278	0.0005	54.69
42	Dec-17	0.0286	0.0010	30.05
43	Dec-17	0.0290	0.0009	32.00
44	Dec-17	0.0295	0.0008	35.63
45	Dec-17	0.0308	0.0007	42.40
46	Dec-17	0.0315	0.0010	32.10
47	Dec-17	0.0315	0.0016	19.76
48	Dec-17	0.0334	0.0013	26.44
49	Dec-17	0.0362	0.0015	23.99
50	Dec-17	0.0369	0.0015	24.77
51	Dec-17	0.0381	0.0007	55.39
52	Dec-17	0.0390	0.0010	39.73
53	Dec-17	0.0400	0.0019	20.92
54	Dec-17	0.0402	0.0008	52.85
55	Dec-17	0.0411	0.0017	24.56
56	Dec-17	0.0411	0.0019	21.48

Annexure-IV  
Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI (CAIDI in Minutes)
(1)	(2)	(3)	(4)	(5)
57	Dec-17	0.0423	0.0017	25.21
58	Dec-17	0.0450	0.0012	36.66
59	Dec-17	0.0459	0.0011	43.39
60	Dec-17	0.0492	0.0018	27.81
61	Dec-17	0.0512	0.0018	27.87
62	Dec-17	0.0527	0.0020	27.02
63	Dec-17	0.0549	0.0015	37.80
64	Dec-17	0.0549	0.0005	103.16
65	Dec-17	0.0571	0.0016	35.36
66	Dec-17	0.0601	0.0045	13.43
67	Dec-17	0.0675	0.0016	41.76
68	Dec-17	0.0677	0.0022	30.93
69	Dec-17	0.0797	0.0019	42.38
70	Dec-17	0.0804	0.0018	43.45
71	Dec-17	0.0865	0.0029	30.07
72	Dec-17	0.0869	0.0013	65.67
73	Dec-17	0.0892	0.0022	40.41
74	Dec-17	0.1110	0.0024	45.53
75	Dec-17	0.1341	0.0039	34.00
76	Dec-17	0.1415	0.0035	40.16
77	Dec-17	0.1563	0.0046	33.96
78	Dec-17	0.2057	0.0028	72.76
79	Dec-17	0.2611	0.0040	65.04
80	Dec-17	0.0001	0.0000	364.80
81	Dec-17	0.0054	0.0002	29.00
82	Dec-17	0.0253	0.0005	47.57
83	Dec-17	0.0264	0.0008	31.43
84	Dec-17	0.0526	0.0006	93.00
85	Dec-17	0.1488	0.0025	59.38
86	Dec-17	0.0006	0.0001	6.00
87	Dec-17	0.0092	0.0004	22.32
88	Dec-17	0.0040	0.0006	7.11
89	Dec-17	0.0056	0.0006	10.23
90	Dec-17	0.0255	0.0020	13.00
<b>Total</b>		<b>3.315690578</b>	<b>0.09631065</b>	<b>34.42703986</b>

Remark

Customer served by Rinfra (Nos.)

3003022

Number of feeders (Nos.)

1161