





Annexure-IV-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/Automatic Compensation	Consumer No	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation	Date of payment of Compensation
							(Rs)	(DD/MM/YYYY)
Nil								

Annexure-V- 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 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	Tata Power-D	Annexure II (Sr. 3 ii) of Supply Code and SoP Regns, 2021	45	2461	2506	2468	38

Annexure-VI- Report of Installation of Meters										
Format for quarterly return to be submitted to the Commission by the Distribution Licensee										
Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
1	Nil									

**Annexure-VII- Performance Report regarding Reliability Indices.**

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

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained	Ri= Restoration time for each interruption event on i <sup>th</sup> feeder	Nt=Total number of Consumers of the distribution Licensees area.	Sum. (Ri*Ni) for all feeders excluding agri. Feeders )	SAIDI=(6)/(5) (minutes)
1	2	3	4	5	6	7
1	Jan-24	8615	12.73	221530	109668.95	0.50
2	Feb-24	5199	11.14	223474	57916.86	0.26
3	Mar-24	13266	11.05	226190	146589.30	0.65
	Total	27080	11.60	226190	314175.11	1.39

**2) System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i <sup>th</sup> 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-24	8615	8615	221530	0.039
2	Feb-24	5199	5199	223474	0.023
3	Mar-24	13266	13266	226190	0.059
	Total	27080	27080	226190	0.121

<b>3) Customer Average Interruption Duration Index (CAIDI)</b>				
<b>Sr. No.</b>	<b>Month</b>	<b>SAIDI</b>	<b>SAIFI</b>	<b>SAIDI / SAIFI</b>
1	2	3	4	5
1	Jan-24	0.50	0.039	12.73
2	Feb-24	0.26	0.023	11.14
3	Mar-24	0.65	0.059	11.05
	Total	1.39	0.121	11.50

<b>4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers</b>					
<b>Sr. No.</b>	<b>Month</b>	<b>Ni = Number of HT Consumers who experienced a sustained interruption</b>	<b>Ri= Restoration time for each interruption event of HT Consumers</b>	<b>Sum. (Ri*Ni) for all HT Consumers</b>	<b>CAIDI = (5)/(3) (minutes)</b>
1	2	3	4	5	6
1	Jan-24	1	15	15	15.00
2	Feb-24	4	32.25	129	32.25
3	Mar-24	12	13.58	163	13.58
	Total	17	20.28	307	20.28