

**MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION BHOPAL**

**Sub: In the matter of specifying Reliability Indices viz. SAIFI and SAIDI**

**Order  
(Date of Order: 20<sup>th</sup> June, 2024)**

1. The Commission vide MPERC (Distribution Performance Standards), Regulation, 2012 notified on 12.11.2012, as amended has specified level of supply interruption parameters for 11 kV feeders of Commissioner headquarters (CHQ), District Headquarters (DHQ) and other urban areas as per following: -

<b>Particulars</b>	<b>CHQ</b>	<b>DHQ and other Urban areas</b>
No of outages per feeders per month	5	25
Outage duration per feeder per month in hours and minutes	300 minutes /5 hours	900 minutes /15 hours

2. Subsequently, in pursuance to Electricity (Rights of Consumers) Rules, 2020, the Commission notified the first amendment to MPERC (Distribution performance standards) Regulations, 2012 on 15<sup>th</sup> July 2021 whereby Regulation 7.4 is added as reproduced below:

*“7.4: The Distribution Licensee shall provide following parameters to the Commission to maintain reliability of supply namely:*

*(a) Total duration and frequency of outages per consumer in a year*

*i. System average interruption duration index (SAIDI);*

*ii. System average interruption frequency index (SAIFI);*

*(b) The minimum outage time (in minutes) that the distribution licensee shall consider for the calculation of SAIDI or SAIFI, as the case may be, shall be separately specified by an order of the Commission.”*

3. The Ministry of Power, GoI has notified the Electricity (Rights of Consumers) Amendment Rules, 2022 on 20/04/2022 whereby it is prescribed that for the metros and the cities with a population One Lakh and above, the State Commission shall give trajectory of System Average Interruption Frequency Index (SAIFI) and System Average Interruption Duration Index (SAIDI). These Rules

also prescribe that, the State Commission shall have an online mechanism for reviewing and monitoring of reliability indices of distribution licensees.

4. Apropos Regulation 7.4 (b) of MPERC (Distribution performance standards) Regulations, 2012, the Commission vide order dated 20/12/2023 has specified minimum outage time as 5 minutes to be considered by the Distribution Licensees of State for calculation of SAIDI and SAIFI with following exceptions in outages: -
  - a) Outage due to force majeure events such as cyclone, flood, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, grid failure, fire affecting licensee's installations and activities;
  - b) Outage due to generation failure or transmission network failure;
  - c) Outages that are initiated by the National Load Despatch Centre/Regional Load Despatch centre/State load Despatch Centre during the occurrence of failure of their facilities; and
  - d) Outages due to other events that the Commission shall approve after due notice and hearing.
5. In pursuance to aforesaid Rules, DISCOMs were directed vide Commission's order dated 02/05/2024 to establish and operationalize an online mechanism for reviewing and monitoring of reliability indices viz. SAIFI and SAIDI for cities having population of one lakh and above and as per census 2011, in 34 cities (including 9 nos. CHQs) of Madhya Pradesh population of 1 lakh and above, was reported. Distribution Licensees are yet to report compliance of these directions. In case of non-compliance beyond 30<sup>th</sup> June, 2024, proceedings under Section 142 of the Electricity Act, 2003 may be initiated by the Commission.
6. The Commission held a meeting on 27/12/2023 with DISCOMs and conveyed the methodology suggested by CEA for calculation of SAIFI and SAIDI. DISCOMs were directed to furnish the SAIFI and SAIDI data for FY2023-24. Subsequently another meeting was held with DISCOMs on 11/06/2024, in which analysis of data for SAIFI and SAIDI received from Discoms for FY 2023-24 in respect of urban areas having population one lakh and above along with provisions of outages in MPERC (Distribution Performance Standards) Regulations, 2012, as amended, and proposed trajectory worked out by the Commission's Staff were discussed.
7. Taking into account the performance parameters laid down earlier and also the data of interruption made available to it, the Commission hereby specifies trajectory as per following table for SAIFI and SAIDI for cities having population of 1 Lakh and above, in line with current level of

infrastructure, capex implementation under RDSS in view of aspirations of consumers:-

**Table: Trajectory for SAIFI and SAIDI for cities having population of 1 lakh and above**

<b>Particulars</b>	<b>Unit</b>	<b>FY2024-25</b>	<b>FY2025-26</b>	<b>FY2026-27</b>
<b>SAIFI</b>	No. of interruptions /year/consumer	120	100	90
<b>SAIDI</b>	Hours of interruptions /year/consumer	90	80	60

8. DISCOMs are hereby directed to adhere to trajectory specified above for SAIFI and SAIDI by strengthening infrastructure and deploying skilled manpower/technology. Licensee must prepare suitable capex proposals and seek approval thereupon to ensure robust power supply to accomplish desired goals. Compliance of Commission's directions is also desired in regard to development of dedicated portal on which outside Agencies and/or Discom officials shall place their requisition for planned outages. The Commission may consider a proposal from Discoms for deposition of amount if any, required from outside agencies seeking shutdown. Such a proposal should be submitted with full and proper justification.
9. Discoms while reporting the overall indices of SAIFI and SAIDI, may also indicate break up in terms of planned and unplanned outages alongwith such other outages on which approval of the Commission is required in terms of Commission's order dated 20.12.2023.

**(Prashant Chaturvedi)**  
Member

**(Gopal Srivastava)**  
Member (Law)

**(S. P. S. Parihar)**  
Chairman