

MADHYA PRADESH ELECTRICITY REGULATORY COMMISSION BHOPAL

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

Order

(Date of Order: 25 August, 2025)

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 Commissionary headquarters (CHQ), District Headquarters (DHQ) and other urban areas as per following: -

Table 1 : Reliability Index (%) for CHQ, DHQ and Industrial areas

Particulars	Commissionary Headquarters (CHQ)	District Headquarter (DHQ)	Industrial Growth Centers/industrial area
No of outages per feeders per month	5	25	5
Outage duration per feeder per month in hours and minutes	300 minutes /5 hours	900 minutes /15 hours	300 minutes/ 5 hours
Reliability Index in %	99.5%	98%	99.5%

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 15th 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. 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.
4. Further, the Commission, vide Order dated 20th June, 2024, has specified the trajectory for Reliability Indices, namely the System Average Interruption Frequency Index (SAIFI) and the System Average Interruption Duration Index (SAIDI), for cities having a population of one lakh and above. These norms have been framed considering the prevailing infrastructure, capital expenditure being undertaken under the RDSS, and the aspirations of consumers, as follows:

Table 2 : Trajectory for SAIFI and SAIDI for Cities having population of 1 Lakh and above

Particulars	Unit	FY 2024-25	FY 2025-26	FY 2026-27
SAIFI	No. of interruptions/year/consumer	120	100	90
SAIDI	Hours of interruptions/year/consumer	90	80	60

5. Further, in order to specify the trajectory for the notified industrial areas of the DISCOMs, the Commission, vide letter dated 06.06.2025, directed the DISCOMs to furnish Meter Data Management (MDM)-based SAIFI/SAIDI data for notified industrial areas for FY 2024-25

and propose a trajectory for FY 2025-26 and FY 2026-27. In compliance, the East, West, and Central DISCOMs have submitted their responses for consideration of the Commission. The DISCOMs have further requested that their proposed trajectory be considered with due allowance for outages attributable to infrastructure development works and with exclusion of events arising from force majeure conditions.

6. After due deliberation, and taking into consideration the performance parameters specified earlier, along with the data made available, the Commission hereby specifies the trajectory for SAIFI and SAIDI for the notified industrial areas, as set forth in the table below. The trajectory has been specified keeping in view the existing level of infrastructure, the ongoing capital expenditure under the RDSS scheme, and the aspirations of consumers:-

Table 3 : Trajectory for SAIFI and SAIDI for notified Industrial Area of Discom

Particulars	Unit	FY 2025-26	FY 2026-27
SAIFI	No. of interruptions/year/consumer	92	82
SAIDI	Hours of interruptions/year/consumer	70	60

7. DISCOMs are hereby directed to adhere to trajectory specified above for SAIFI and SAIDI by strengthening infrastructure and deploying skilled manpower/technology. Licensee may prepare suitable capex proposals, if required and seek approval thereupon to ensure robust power supply to accomplish desired goals.
8. Compliance with the Commission’s directions is also required in respect of operationalizing an online mechanism for reviewing and monitoring the SAIFI and SAIDI indices for the notified industrial areas, in accordance with the Commission’s Order dated 02.05.2024 in this regard.

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