

## FORMAT - 53

RELIABILITY INDEX AT CUSTOMER LEVEL FOR THE MONTH \_\_\_\_\_, YEAR \_\_\_\_\_

Periodicity-Monthly  
Submission by 3rd day

State Electricity Board/ Utility \_\_\_\_\_

Sl. No.	Urban Agglomeration/ Town	Type of Town	Total No. of Customers on last day of the month	Total No. of Customer Interruptions during the month	Total Duration of Customer Interruptions during the month (in Customer-Minutes)	Cumulative No. of Customer Interruptions w.e.f. 1st April till the last day of the month	Cumulative Duration of Customer Interruptions w.e.f. 1st April till the last day of the month (in Customer-Minutes)	Monthly Average No. of Customer Interruptions (Col. 5/Col.4)	Monthly Average Duration of Customer Interruptions (in Minutes) (Col. 6/Col.4)	Monthly Customer Reliability Index*	Cumulative Average No. of Customer Interruptions (Col. 7/Col.4)	Cumulative Average Duration of Customer Interruptions (in Minutes) (Col. 8/Col.4)	Cumulative Customer Reliability Index**
1	2	3	4	5	6	7	8	9	10	11	12	13	14

$$\text{*Monthly Customer Reliability Index (MCRI) = } \frac{\{(\text{Col.4} * \text{Total minutes in the month}) - \text{Col.6}\} * 100}{\{\text{Col.4} * \text{Total minutes in the month}\}}$$

$$\text{**Cumulative Customer Reliability Index (CCRI) = } \frac{= \{(\text{Col.4} * \text{Total minutes in the Cumulative Period}) - \text{Col.8}\} * 100}{\{\text{Col.4} * \text{Total minutes in the Cumulative Period}\}}$$

**Type of Town**

SC -> State Capital  
MT -> Town with more than 8 lakh population  
DH -> District Headquarter  
OT -> Other Town