

Annexure - I

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-2018)

| 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. |
|---------|--------------------|------------------------------------------------------------------------------------|--------|-------------------------------------------|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | | 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 |
| 1 | 4.3 | New connection inspection of premises. | MSEDCL | 324037 | 363268 | 687305 | 255265 | 99711 | 354976 | 332329 |
| 2 | 4.4 | Intimation of charges where supply from existing lines. | MSEDCL | 329636 | 363268 | 692904 | 311785 | 43282 | 355067 | 337837 |
| 3 | 4.5 & 4.6 | Intimation of charges where supply to dedicated or after extension / augmentation. | MSEDCL | 4604 | 5161 | 9765 | 4282 | 2694 | 6976 | 2789 |
| 4 | 4.7 | New connection / add. Load where supply from existing line. | MSEDCL | 336102 | 299852 | 635954 | 169329 | 89140 | 258469 | 377485 |
| 5 | 4.8 | New connection / add. Load where supply after extension / augmentation. | MSEDCL | 56493 | 6395 | 62888 | 1017 | 5015 | 6032 | 56856 |
| 6 | 4.9 | New connection / add. Load where supply after commissioning of sub-station. | MSEDCL | 162 | 15911 | 16073 | 15824 | 9 | 15833 | 240 |
| 7 | 4.12 | Shifting of Meter / service line. | MSEDCL | 617 | 140 | 757 | 4 | 48 | 52 | 705 |
| 8 | 6.10. | Reconnection of supply after payment of dues. | MSEDCL | 33 | 82800 | 82833 | 82747 | 10 | 82757 | 76 |
| 9 | 4.13 | Change of Name | MSEDCL | 3202 | 33848 | 37050 | 33173 | 2291 | 35464 | 1586 |
| 10 | 4.13 | Change of category | MSEDCL | 1489 | 355 | 1844 | 37 | 148 | 185 | 1659 |
| 11 | 5.4 (a) | Complaint of Voltage Variation-Local fault | MSEDCL | 1845 | 12493 | 14338 | 854 | 6078 | 6932 | 7406 |
| 12 | 5.4 (b) | Complaint of Voltage Variation-Net work | MSEDCL | 143 | 539 | 682 | 78 | 225 | 303 | 379 |
| 13 | 5.4 (c) | Complaint of Voltage Variation-Expansion/ augmentation required | MSEDCL | 944 | 10693 | 11637 | 6216 | 21 | 6237 | 5400 |
| 14 | 6.1 | Fuse off call | MSEDCL | 16950 | 292399 | 309349 | 22391 | 209924 | 232315 | 77034 |
| 15 | 6.2 | Break down of Over head line | MSEDCL | 106 | 519 | 625 | 9 | 128 | 137 | 488 |
| 16 | 6.3 | Underground Cable fault | MSEDCL | 117 | 226 | 343 | 20 | 120 | 140 | 203 |
| 17 | 6.4 | Transformer Failure | MSEDCL | 763 | 2376 | 3139 | 198 | 1142 | 1340 | 1799 |
| 18 | 7.2 | Meter Reading | MSEDCL | 46147 | 22064 | 68211 | 2245 | 5425 | 7670 | 60541 |
| 19 | 7.3 | Replacement of Faulty Meter | MSEDCL | 25849 | 12527 | 38376 | 428 | 3354 | 3782 | 34594 |
| 20 | 7.4 | Replacement of Burnt Meter | MSEDCL | 1579 | 1928 | 3507 | 71 | 768 | 839 | 2668 |
| 21 | 7.6 , 7.7 | Billing Complaint | MSEDCL | 107216 | 73362 | 180578 | 7660 | 17062 | 24722 | 155856 |

Note: Above reports are prepared based on the data provided by the field offices which are subjected to subsequent corrections, if any.

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 (June - 2018)

| Sr. No. | Complaint No. | Date of Filing the Complaint | Consumer No | Name & 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 | 1 of 2018 CGRF | 17/03/2018 | 300318895922 | Ab.Rab.Ab.RajjakAbdul. At.Buldana Ta.-Bildana, Dist.Buldana | Penalty charges as consumer is TD w/o. intimation as per SOP | 2 6 (2) | 13500 2400 | Adjustment given in Billing of March 18 Billed in month of April.18 |
| 2 | 49 of 2018 IGRC | 03-10-2018 | 297020055688 | Shri Laxmiprasad Pralhad Haweliya, Sudarshan Nagar, Khamgaon, Ta: Khamgaon, Dist: Buldhana. | Wrong Billing | 7.2 & 7.6 | 1200 | 24/05/2018 |
| 3 | 37 of 2017 IGRC | 09-04-2017 | 290010181915 | Shri Abhay Ananatrao kulkarni,Khalmali Jamod, Tq. Jalgaon Jamod, Dist. Buldhana | Delay In Connection (Residential) | 4 | 2471 | 19/06/2018 |
| 4 | 38 of 2017 IGRC | 16/04/2017 | - | Shri Abhay Ananatrao kulkarni,Khalmali Jamod, Tq. Jalgaon Jamod, Dist. Buldhana | Delay In Connection (Agricultural) | 4 | 1485 | 19/06/2018 |

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Annexure - III

Report of action on Faulty Meters (1 Phase / 3 Phase)

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June -2018)

| Sr. No. | Name of the Distribution Licensee | Reference Standard of Performance | Faulty Meters at the start of the Quarter (Nos.) | Faulty Meters added during the Quarter (Nos.) | Total Faulty Meters (Nos.) | Meters Rectified / Replaced (Nos.) | Faulty Meters pending at the end of the Quarter (Nos.) |
|----------------|------------------------------------------|------------------------------------------|---------------------------------------------------------|------------------------------------------------------|-----------------------------------|-------------------------------------------|---------------------------------------------------------------|
| .(1) | .(2) | .(3) | .(4) | .(5) | .(6) | .(7) | .(8) |
| | MSEDCL | 7.3 | 1285110 | 259416 | 1544526 | 331775 | 1212751 |
| | | | | | | | |

Note: Above reports are prepared based on the data provided by the field offices which are subjected to subsequent corrections, if any.

Annexure- IV
Performance Report regarding Reliability Indices
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June -2018)
(1) System Average Interruption Duration Index (SAIDI)

June 18 Quarter

| Sr.No. | Month | Ni = Number of consumers who experienced a sustained interruption on i th feeder | Ri = Restoration time for each interruption event on i th feeder | Nt = Total number of consumers of the distribution Licensees area | Sum (Ri*Ni) for all feeders excluding agri. Feeders) | SAIDI = (6)/(5) |
|--------|--------------|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------|-----------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | April-18 | 46007956 | 853044 | 20048496 | 2537316941 | 126.56 |
| 2 | May-18 | 47113102 | 926600 | 20665808 | 2714785630 | 131.37 |
| 3 | June-18 | 59096540 | 1203356 | 20766896 | 3396267779 | 163.54 |
| | Total | 152217598 | 2983000 | 61481200 | 8648370350 | 140.67 |

(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) |
|--------|--------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April-18 | 46007956 | 46007954 | 20048496 | 2.29 |
| 2 | May-18 | 47113102 | 47113102 | 20665808 | 2.28 |
| 3 | June-18 | 59096540 | 59096540 | 20766896 | 2.85 |
| | Total | 152217598 | 152217596 | 61481200 | 2.48 |

(3) Customer Average Interruption Duration Index (CAIDI)

| Sr.No. | Month | SAIDI | SAIFI | SAIDI/SAIFI |
|--------|--------------|--------|-------|-------------|
| 1 | 2 | 3 | 4 | 5 |
| 1 | April-18 | 126.56 | 2.29 | 55.15 |
| 2 | May-18 | 131.37 | 2.28 | 57.62 |
| 3 | June-18 | 163.54 | 2.85 | 57.47 |
| | Total | 140.67 | 2.48 | 56.82 |

Note:-

The Indices provided herein are computed based on the data provided by the field offices which is subjected to subsequent corrections if any.