

Annexure - I

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September-2016)

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	213290	314002	527292	203958	97148	301106	226186
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	213802	314002	527804	261101	40315	301416	226388
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	5252	6136	11388	3430	2986	6416	4972
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	227745	287038	514783	222061	65455	287516	227267
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	33387	6147	39534	1090	2962	4052	35482
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	3	7541	7544	7543	0	7543	1
7	4.12	Shifting of Meter / service line.	MSEDCL	31	16002	16033	15974	31	16005	28
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	2573	63086	65659	63036	73	63109	2550
9	4.13	Change of Name	MSEDCL	0	63239	63239	63239	0	63239	0
10	4.13	Change of category	MSEDCL	0	17036	17036	17036	0	17036	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	2236	20787	23023	10263	9823	20086	2937
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	161	1148	1309	930	168	1098	211
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	114	9739	9853	9471	193	9664	189
14	6.1	Fuse off call	MSEDCL	20321	316608	336929	158579	155486	314065	22864
15	6.2	Break down of Over head line	MSEDCL	46	190	236	65	98	163	73
16	6.3	Underground Cable fault	MSEDCL	71	344	415	156	165	321	94
17	6.4	Transformer Failure	MSEDCL	591	2026	2617	674	1151	1825	792
18	7.2	Meter Reading	MSEDCL	17504	21039	38543	6329	9498	15827	22716
19	7.3	Replacement of Faulty Meter	MSEDCL	4698	8848	13546	1710	4560	6270	7276
20	7.4	Replacement of Burnt Meter	MSEDCL	927	3262	4189	651	2221	2872	1317
21	7.6, 7.7	Billing Complaint	MSEDCL	47408	64555	111963	19185	38065	57250	54713

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 (September-2016)

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	8/2016 CGRF	16/05/2016	310629026910	J.J.Fine Spun Ratanlal Plots, Akola	Refund of metering cubical charges	4	5000/-	28/08/2016
2	15/2016 CGRF	17/06/2016	310019026950	M.K.Agro , Plot No. N-168, Growth centre MIDC Yeota Road, Akola.	Refund of metering cubical charges & non DDF charges	4	2500/-	28/09/2016
3	9/2016 CGRF	20/05/2016	318730400209	Hansamal Radhanand Jadhvani, Jawahar Road, Akot. Distt. Akola.	Billing Complaint	7.2 & 7.6	6000/-	27/07/2016
4	14/2016 CGRF	10/6/2016	311059063700	Bhaskar Devta Milk & Milk Product, Barshitakali, Distt. Akola.	Load enhancement	5.4	66213/-	25/08/2016
5	07/2016 IGRC	5/4/2016	298650003097	Vinayak P. Dethe, Dolarkhed, Post Matergaon, Shegaon, Dist Buldhana	Delay in connection	4	857/-	5/7/2016
6	08/2016 IGRC	5/4/2016	2932520105565	Gajanan P.Ingale, Nimgaon, Nandura, Dist Buldhana.	Delay in connection	4	3914/-	5/7/2016

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Annexure - III

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

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (September-2016)

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	806170	286240	1092410	101510	990900

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Annexure- IV

Performance Report regarding Reliability Indices

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

(1) System Average Interruption Duration Index (SAIDI)

September 16 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 argi. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	July-16	9628965	870614	10420934	3129844002	300.34
2	August-16	9695175	780420	10587890	2911184285	274.95
3	September-16	9253947	704718	10181258	2473802322	242.98
	Total	28578087	2355752	31190082	8514830609	273.00

(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	July-16	9628965	47426608	10420934	4.55
2	August-16	9695175	44048613	10587890	4.16
3	September-16	9253947	38331381	10181258	3.76
	Total	28578087	129806602	31190082	4.16

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-16	300.34	4.55	65.99
2	August-16	274.95	4.16	66.09
3	September-16	242.98	3.76	64.54
	Total	273.00	4.16	65.60

Note:-

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