

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-2017)

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 Otr.
							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	256170	347227	603397	220609	95982	316591	286806
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	256585	347227	603812	271501	40448	311949	291863
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	3975	5332	9307	3277	3080	6357	2950
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	316905	283953	600858	152083	110503	262586	338272
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	43111	5591	48702	478	2868	3346	45356
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	47	15643	15690	15383	31	15414	276
7	4.12	Shifting of Meter / service line.	MSEDCL	359	4579	4938	4867	15	4882	56
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	167	91184	91351	91028	34	91062	289
9	4.13	Change of Name	MSEDCL	71	42733	42804	41063	230	41293	1511
10	4.13	Change of category	MSEDCL	610	7391	8001	7913	9	7922	79
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	3784	26347	30131	12983	16321	29304	827
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	119	1131	1250	922	255	1177	73
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	17	12029	12046	11975	27	12002	44
14	6.1	Fuse off call	MSEDCL	8207	333033	341240	204729	130794	335523	5717
15	6.2	Break down of Over head line	MSEDCL	51	230	281	61	131	192	89
16	6.3	Underground Cable fault	MSEDCL	37	295	332	68	220	288	44
17	6.4	Transformer Failure	MSEDCL	534	2543	3077	1021	1417	2438	639
18	7.2	Meter Reading	MSEDCL	51738	39879	91617	5713	58391	64104	27513
19	7.3	Replacement of Faulty Meter	MSEDCL	19986	19253	39239	1721	17799	19520	19719
20	7.4	Replacement of Burnt Meter	MSEDCL	1046	3273	4319	491	3090	3581	738
21	7.6 , 7.7	Billing Complaint	MSEDCL	103086	118974	222060	19585	90048	109633	112427

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 - 2017)**

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	CGRF Case No. 2 of 2017	5/1/2017	171512082636	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	8600/-	July 2017
2	CGRF Case No. 4 of 2017	10/1/2017	160210017051	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	9900/-	18/7/2017
3	CGRF Case No. 5 of 2017	10/1/2017	160240372565	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	4400/-	1/9/2017
4	CGRF Case No. 15 of 2017	10/1/2017	170144164736	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	9900/-	18/7/2017
5	CGRF Case No. 19 of 2017	1/3/2017	160221053360	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	4528/-	31/7/2017
6	CGRF Case No. 20 of 2017	1/3/2017	160220719712	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	4528/-	31/7/2017
7	CGRF Case No. 21 of 2017	1/3/2017	160221035655	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	4528/-	31/7/2017
8	CGRF Case No. 23 of 2017	1/3/2017	172004730661	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	3700/-	18/7/2017
9	CGRF Case No. 24 of 2017	1/3/2017	170644363077	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	8900/-	18/7/2017
10	CGRF Case No. 25 of 2017	1/3/2017	160240442369	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	4400/-	1/9/2017
11	CGRF Case No. 29 of 2017	1/3/2017	160231684317	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	10800/-	28/7/2017
12	CGRF Case No. 30 of 2017	1/3/2017	160230603267	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	10800/-	28/7/2017
13	CGRF Case No. 32 of 2017	1/3/2017	160230398299	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	2000/-	4/7/2017
14	CGRF Case No. 33 of 2017	1/3/2017	160250711121	M/s. Indus Towers Limited, 2010, E-Core, 2nd floor, Marvel Edge, Vimanagar, Pune-411014.	Refund of SD	6.9	1200/-	17/7/2017
15	OMBUDSMAN Case No. 26 of 2017	03/12/2016 At CGRF-Ratnagiri	214710001928	Mohini Anant Inamdar, At Post Sawdev, Tal Rajapur, Dist. Ratnagiri	New Connection Delay	4	9100/-	18/09/2017
16	CGRF Case No. 6 of 2016	24/05/2017	211150003505	Vishwas Vasudev Mandavkar, At Post Dande-Adom, Tal/Dist-Ratnagiri	New Connection Delay	4	25000/-	14/08/2017
17	CGRF Case No. 33 of 2015	7/1/2017	32232001932	Vivek Arvind Mohod At Shirso, Tq. Murtizapur	New service conn. of Ag consumer	4	2900/-	29/04/2017
18	CC/112/13/2013 DCRF	26/08/2013	298413396084	Shri. Gajanan Ambadas Bhave	Disconnection of supply	5	5080/-	21/09/2017
19	CGRF Case No. 23 of 2017	1/6/2017	290640159098	Shri. Arun Ganpat Dhule, At Post Sungaon, Tq. Jalgaon Jamod, Dist. Buldhana	New Connection	4	2800/-	27/09/2017
20	CGRF Case No. 18 of 2017	1/6/2017	290640001630	Shri. Shiv Vasant Khupase At & Po. Gadegaon Kd. Tq. Jalgaon Jamod Distt Buldhana.	New Connection	4	5486/-	29/07/2017
21	CGRF Case No. 168 of 2016	23/11/2016	398320001122	Shri. Ganesh Kalwade, Post Shekapur (Bai), Tah Hinganghat, Dist Wardha.	Quality of Supply	5	62400/-	13/7/2017
22	CGRF Case No. 171 of 2016	16/11/2016	396350006894	Shri. Sunil D Ghumade, Post Waigaon Tah Samudrapur, Dist- Wardha.	Agricultural New Connection	4	7600/-	13/7/2017
23	CGRF Case No. 187 of 2016	26/12/2016	398440002785	Shri B. M. Mahabudhe, At Jamani Post Goji, Tah Hinganghat, Dist Wardha.	Agricultural New Connection	4	7800/-	13/7/2017
24	CGRF Case No. 126 of 2016	2/9/2016	399040001697	Shri P. M. Dadmal, At Chakapur, Post Kora, Tah Samudrapur, Dist Wardha.	Agricultural New Connection	4	20900/-	13/7/2017
25	CGRF Case No. 169 of 2015	7/8/1905	396350007521	Shri Bandu N. Mude, At Po. Waigaon, Tq. Samudrapur, Wardha.	Agricultural New Connection	4	8000/-	13/7/2017
26	CGRF Case No. 140 of 2016	3/10/2016	396350007173	Shri Kashinath R. Ghumade, 38 Waigaon, (H), Waigaon, Tah Samudrapur, Dist- Wardha-442305	Agricultural New Connection	4	1400/-	13/7/2017
27	CGRF Case No. 144 of 2016	26/09/2016	399040001417	Shri Ishwar K Meshram, Rah Chankapur, Post Kora, Tah Samudrapur, Dist Wardha.442301	Agricultural New Connection	4	7700/-	13/7/2017
28	CGRF Case No. 127 of 2016	2/9/2016	399040001468	Shri P. M. Dadmal, At Chakapur, Post Kora, Tah Samudrapur, Dist Wardha.	Agricultural New Connection	4	7700/-	13/7/2017
29	CGRF Case No. 124 of 2016	2/9/2016	396020007975	Shri. Panjabrao S. mahalkar. At Post Wagholi, Tah Hinganghat Dist Wardha.	Agricultural New Connection	4	1000/-	13/7/2017
30	CGRF Case No. 150 of 2016	14/10/2016	397640002767	Shri Mahadev S. Zade, At Antargaon, post Girad, Tah-Samudrapur, Dist- Wardha 442305	Agricultural New Connection	4	10500/-	13/7/2017
31	CGRF Case No. 5 of 2017	27/02/2016	396750000747	Shri Suryabhan M. Ade, At Sonegaon (K), Post Sirasgaon, Tah- Hinganghat, Dist Wardha-442301	Agricultural New Connection	4	2900/-	13/7/2017
32	CGRF Case No. 194 of 2016	17/01/2017	398440002815	Shri Ankush W Hadake, At Jamani, Post- Goji, Tah Hinganghat, Dist- Wardha-442301.	Agricultural Late Demand and Connection	4	3100/-	13/7/2017
33	CGRF Case No. 195 of 2016	17/01/2017	398440002807	Shri B. M Kudmetha, At Jamani, Post- Goji, Tah Hinganghat, Dist- Wardha-442301.	Agricultural New Connection	4	3100/-	13/7/2017
34	CGRF Case No. 6 of 2017	27/02/2017	397150004427	Shri Vilas S. Selkar, At Post Sirasgaon, Tah hinganghat, wardha-442301.	Agricultural New Connection	4	8400/-	13/7/2017
35	CGRF Case No. 119 of 2016	2/9/2016	397150004184	Shri A. W. Selkar, At Post Sirasgaon, Tah Hinganghat, Dist- Wardha.	Agricultural New Connection	4	1000/-	13/7/2017
36	CGRF Case No. 105 of 2016	18/08/2016	398080003858	Shri kavidas M Fulmali, At. Chanki, Po Sirasgaon, Tah Hinganghat, Wardha.	Agricultural Late Demand	4	900/-	13/7/2017
37	CGRF Case No. 123 of 2016	2/9/2016	396190008160	Shri Sindhutai S. Rasekar, At Post Nandori, tah Samudrapur, Dist Wardha.	Agricultural New Connection	4	5400/-	13/7/2017

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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 (September-2017)

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	1262269	357941	1620210	272813	1347397

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Annexure- IV

Performance Report regarding Reliability Indices

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September-2017)

(1) System Average Interruption Duration Index (SAIDI)

September 17 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-17	16436062	420861	8851406	2354133822	265.96
2	August-17	17675020	451505	9478680	2535913776	267.54
3	September-17	14478456	472291	8255998	2271837849	275.17
	Total	48589538	1344657	26586084	7161885447	269.38

(2) System Average Interruption Frequency Index (SAIFI)

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i th 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-17	16436062	55680927	8851406	6.29
2	August-17	17675020	58523625	9478680	6.17
3	September-17	14478456	46387336	8255998	5.62
	Total	48589538	160591888	26586084	6.04

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-17	265.96	6.29	42.28
2	August-17	267.54	6.17	43.33
3	September-17	275.17	5.62	48.98
	Total	269.38	6.04	44.60

Note:-

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