

**Annexure - I**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (December-2015 Qtr)**

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	222245	357149	579394	227960	115338	343298	236096
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	217512	357149	574661	292206	51179	343385	231276
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	4800	4141	8941	2022	3046	5068	3873
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	274746	318449	593195	214553	100179	314732	278463
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	19614	4758	24372	600	2593	3193	21179
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	45	6008	6053	6014	12	6026	27
7	4.12	Shifting of Meter / service line.	MSEDCL	258	3338	3596	3337	23	3360	236
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	1820	57210	59030	56665	8	56673	2357
9	4.13	Change of Name	MSEDCL	0	57715	57715	57715	0	57715	0
10	4.13	Change of category	MSEDCL	0	19019	19019	19019	0	19019	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	4682	11608	16290	4467	7479	11946	4344
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	354	692	1046	404	272	676	370
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	32	9616	9648	9530	6	9536	112
14	6.1	Fuse off call	MSEDCL	35891	187633	223524	86384	102223	188607	34917
15	6.2	Break down of Over head line	MSEDCL	93	79	172	13	70	83	89
16	6.3	Underground Cable fault	MSEDCL	167	171	338	24	222	246	92
17	6.4	Transformer Failure	MSEDCL	1188	1056	2244	229	775	1004	1240
18	7.2	Meter Reading	MSEDCL	22643	11442	34085	1683	3802	5485	28600
19	7.3	Replacement of Faulty Meter	MSEDCL	9371	3893	13264	497	2074	2571	10693
20	7.4	Replacement of Burnt Meter	MSEDCL	2665	2130	4795	208	2316	2524	2271
21	7.6 , 7.7	Billing Complaint	MSEDCL	61653	42525	104178	6587	17280	23867	80311

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 (December-2015 Qtr)**

Div/ Circle/ Zone	Sr. No.	Complain t No.	Date of Filing the Complaint	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)	.(5)	.(6)	.(7)	.(8)	.(9)
Jalgaon Zone	1	2338332	01-Jul-15	Shri Gorakh Bhagwan Patil	Wrong Consumption	7.2	9132.73	06-Oct-15
	2	2717916	06-Oct-15	The Executive Engineer Narmada Vikas	Wrong Consumption	7.2	2847.73	06-Oct-15
	3	2717997	06-Oct-15	Shri Shivaram Ganpat Gurav	Wrong Consumption	7.2	4895.38	06-Oct-15
	4	2718045	06-Oct-15	The Executive Engineer Narmada Vikas	Wrong Consumption	7.2	6412.18	06-Oct-15
	5	2921462	01-Dec-15	Ramdas Vesta Pawara	Wrong Consumption	7.2	3067.3	01-Dec-15
	6	2921543	26-Nov-15	Shri Dasharath Vitthal Patil	Wrong Consumption	7.2	14865.62	01-Dec-15
	7	2921597	26-Nov-15	Ravindra Arun Gurav	Wrong Consumption	7.2	2473.92	02-Dec-15
	8	2921693	26-Nov-15	Shri Vasant Babulal Kalal	Wrong Consumption	7.2	4890.74	07-Dec-15
	9	2921746	26-Nov-15	Shri Ashok Girdhar Chavhan	Wrong Consumption	7.2	3424.33	01-Dec-15
	10	2921812	26-Nov-15	The Range Forest Officer	Wrong Consumption and Tariff Code	7.2	6655	01-Dec-15
	11	2922225	26-Nov-15	Shri Dilip Hiralal Sugandhi	Wrong Consumption and Tariff Code	7.2 & 7.6	6646	01-Dec-15
	12	2922267	26-Nov-15	Shri Shaligram Sudhakar Wani	Wrong Consumption	7.2	723.49	01-Dec-15
	13	2922530	26-Nov-15	The Manager Bharat Oil Mill	Wrong Consumption	7.2	23721.14	07-Dec-15
	14	2946886	02-Dec-15	Pralhad Kashinath Bhamare	Wrong Consumption	7.2	719.24	07-Dec-15
	15	2946952	02-Dec-15	Nilesh Rajaram Mali	Wrong Consumption	7.2	2295.97	07-Dec-15
	16	2951526	03-Dec-15	Rajendra Lala Suryawnsi	Wrong Consumption	7.2	3924.17	07-Dec-15
	17	2967553	07-Dec-15	Shri Mali Bharat Babanrao	Wrong Consumption	7.2	1214.23	07-Dec-15
	18	2967661	07-Dec-15	Shri Wani Sudam Supadu	Wrong Consumption	7.2	439.96	07-Dec-15
	19	3020449	17-Dec-15	Smt Manjulabai Vanu Patil	Wrong Consumption	7.2	9829.69	18-Dec-15
Akola Circle	20	16/2015	2015	Smt. Asha Rajendra Chopade At Mahan Ta Barshitakali	causing delay in issuing quation	4	8400	31-Oct-15
	21	A/7/808	2015	Shri Narayan Khondaji Mangade At Saykhed Ta Barshitakali	Delay in AG Connection	4	5000	31-Oct-15
	22	99/2014	2014	Shri Pandurang L. jaibhayee At Nandkhed Dist. Washim	Delay in AG Connection	4	2600	31-Oct-15
	23	19	09-Mar-15	Rathi Pedhewala, Akola	Refund of ED	4	1000	31-Oct-15
Buldhana Circle	24	28/2015	11-Nov-14	Purshottam K. Paulzagde	Delay in NSC	4	27000	03-Feb-16
	25	5/2015	12-Jan-15	Prakash Vinayak Wankhede	Delay in NSC	4	3500	12-Feb-16
	26	-	-	Pralhad Laxman Kawhal	Delay in NSC	4	30000	12-Feb-16

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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 (December-2015 Qtr)**

<b>Sr. No.</b>	<b>Name of the Distribution Licensee</b>	<b>Reference Standard of Performance</b>	<b>Faulty Meters at the start of the Quarter (Nos.)</b>	<b>Faulty Meters added during the Quarter (Nos.)</b>	<b>Total Faulty Meters (Nos.)</b>	<b>Meters Rectified / Replaced (Nos.)</b>	<b>Faulty Meters pending at the end of the Quarter (Nos.)</b>
<b>.(1)</b>	<b>.(2)</b>	<b>.(3)</b>	<b>.(4)</b>	<b>.(5)</b>	<b>.(6)</b>	<b>.(7)</b>	<b>.(8)</b>
	<b>MSEDCL</b>	<b>7.3</b>	<b>917343</b>	<b>109002</b>	<b>1026345</b>	<b>120323</b>	<b>906022</b>

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**  
**Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee**  
**(1) System Average Interruption Duration Index (SAIDI)**

Dec 15 Quarter

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i <sup>th</sup> feeder	Ri = Restoration time for each interruption event on i <sup>th</sup> 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	October-15	7130107	634047	16633780	1819665532	109.40
2	November-15	6314666	518613	15512102	1432946142	92.38
3	December-15	5538393	385110	14004620	1320704975	94.30
	<b>Total</b>	18983166	1537770	46150502	4573316649	99.10

**(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	October-15	7130107	18936050	16633780	1.14
2	November-15	6314666	16205684	15512102	1.04
3	December-15	5538393	13640147	14004620	0.97
	<b>Total</b>	18983166	48781881	46150502	1.06

**(3) Customer Average Interruption Duration Index (CAIDI)**

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-15	109.40	1.14	96.10
2	November-15	92.38	1.04	88.42
3	December-15	94.30	0.97	96.82
	<b>Total</b>	99.10	1.06	93.75

Note:-

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