

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

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	222819	336376	559195	214671	129987	344658	214537
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	204392	336376	540768	264692	64350	329042	211726
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	7374	5309	12683	1857	4933	6790	5893
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	216224	305643	521867	199788	69902	269690	252177
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	11837	5486	17323	733	1579	2312	15011
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	279	0	279	279	0	279	0
7	4.12	Shifting of Meter / service line.	MSEDCL	16	2700	2716	2706	5	2711	5
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	0	21394	21394	21382	12	21394	0
9	4.13	Change of Name	MSEDCL	0	63636	63636	63636	0	63636	0
10	4.13	Change of category	MSEDCL	0	19243	19243	19243	0	19243	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	1300	10583	11883	5794	3838	9632	2251
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	132	781	913	576	130	706	207
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	3	336	339	336	3	339	0
14	6.1	Fuse off call	MSEDCL	9390	177347	186737	161814	13439	175253	11484
15	6.2	Break down of Over head line	MSEDCL	35	69	104	19	35	54	50
16	6.3	Underground Cable fault	MSEDCL	53	173	226	62	72	134	92
17	6.4	Transformer Failure	MSEDCL	484	804	1288	352	302	654	634
18	7.2	Meter Reading	MSEDCL	10235	10139	20374	5328	513	5841	14533
19	7.3	Replacement of Faulty Meter	MSEDCL	4824	3781	8605	1260	1231	2491	6114
20	7.4	Replacement of Burnt Meter	MSEDCL	1189	1717	2906	556	724	1280	1626
21	7.6 , 7.7	Billing Complaint	MSEDCL	28644	23471	52115	15286	650	15936	36179

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 (March-2015)

Div/ Circle/ Zone	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)
Akola	1	CGRF 142 /2014	28.10.2014	-	Gajanan Chatare	Delay of Ag Pump F.Q.		2000.00	20.02.2015
Akola	2	CGRF 181/2014 to 183/2014	22.04.2014	-	S.L.gawande, Sambhare, Kharate, Dapura	Delay of Ag Pump F.Q.		13800.00	03.01.2015
Amravati	3	CGRF 207/2014	29.11.2014	(1) 359781001838, (2) 359781000921	Kundand B. Zade, Surji	Transformer failure / Delay to restore Ag pump supply.		100000.00	27.03.2015
Nagpur (U)	4	65/2014	03-07-2014	411380089718	Shri. Haji Moh. Aslam Valad Haji Fajul Rahim, Plot. No. 32, Suryanagar NIT Garden, Kapsi, Mahalagaon, Maouda, Dist. Nagpur	PAYMENT OF COM & REVISE BILL	7.2	10000	05.02.2015
Jalgaon	5	102	Ombudsman Order dt.- 21.11.14	91029005530	M/s Lorel Wires Ltd. No.2	Load Reduction	Ombudsman Order	6957	31/01/2015
Wardha	6	25/2014	2328/19.05.14	-	Shri.Gangadhar Namdeo Thool.	Delay in Giving New Electric Connection		Rs.3800/-vide Cheque No.51406	31/03/2015.
Wardha	7	123/2014	10928/4.12.14	-	Shri.Ganesh Gulab Kalwade	Delay in Giving New Electric Connection		Rs.10600/-vide Cheque No.51413	31/03/2015.
Wardha	8	124/2014	10929/4.12.14	-	Shri.Mohammad Khan Pir Khan Pathan	Delay in Giving New Electric Connection		Rs.7400/-vide Cheque No.51412	31/03/2015.
Wardha	9	127/2014	10932/4.12.14	-	Smt.Shankar Bhaurao Dukare	Delay in Giving New Electric Connection		Rs.11000/-vide Cheque No.51411	31/03/2015.
Wardha	10	128/2014	10933/4.12.14	-	Shri. Surendra V. Dhanvij	Delay in Giving New Electric Connection		Rs.9600/-vide Cheque No.51408	31/03/2015.
Wardha	11	131/2014	11252/16.12.14	-	Shri. Smt. Mangala Motiram Mature	Delay in Giving New Electric Connection		Rs.8700/-vide Cheque No.51404	31/03/2015.
Wardha	12	132/2014	11253/16.12.14	-	Shri. Dhondu Shankar Ghavghave	Delay in Giving New Electric Connection		Rs.12700/-vide Cheque No.51410	31/03/2015.
Wardha	13	133/2014	11254/16.12.14	-	Shri. Madhav Laxman Narad	Delay in Giving New Electric Connection		Rs.4600/-vide Cheque No.51405	31/03/2015.
Wardha	14	134/2014	11255/16.12.14	-	Shri. Baban Bajirao Hulke	Delay in Giving New Electric Connection		Rs.7500/-vide Cheque No.51409	31/03/2015.
Wardha	15	135/2014	11250/16.12.14	-	Shri. Dhanraj dault Dhote	Delay in Giving New Electric Connection		Rs.9200/-vide Cheque No.51407	31/03/2015.
Wardha	16	408/2012		-	Shri. Babanrao Govindrao Girde	Delay in Giving New Electric Connection		8500	31.01.2015
Wardha	17	409/2012		-	Shri. Dada Laxman Shende	Delay in Giving New Electric Connection		12800	31.01.2015
Wardha	18	33/2013	6730/20.07.13	-	Shri. Subhash Sheshrao Gode	Delay in Giving New Electric Connection		11500	31.01.2015
Wardha	19	35/2013	6719/17.07.13	-	Shri. Sanjay Manikrao Baraskar	Delay in Giving New Electric Connection		15100	31.01.2015
Wardha	20	38/2013	6722/17.07/13	-	Shri. Devidas Shankar Patil	Delay in Giving New Electric Connection		13300	31.01.2015
Wardha	21	39/2013	6721/17.07.13	-	Shri. Ravindra Mahadeo Raut	Delay in Giving New Electric Connection		14400	31.01.2015
Wardha	22	42/2013	6940/01.08.13	-	Shri. Premdas M. Gote	Delay in Giving New Electric Connection		14100	31.01.2015

Div/ Circle/ Zone	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)
Wardha	23	46/2013	6995/03.08.13	-	Shri. Govinda Bapuna Dhone	Delay in Giving New Electric Connection		10400	31.01.2015
Wardha	24	53/2013	7176/17.08.13	-	Shri. Bhaiyalal J. Katmusare	Delay in Giving New Electric Connection		11200	31.01.2015
Wardha	25	35/2014	2837/11.06.14	-	Shri. Dilip Vinayak Raut	Delay in Giving New Electric Connection		3600	31.01.2015
Wardha	26	43/2014	2838/11.06.14	-	Shri. Pandhari V. Zade	Delay in Giving New Electric Connection		3700	31.01.2015
Wardha	27	100/2014		-	Shri. Vitthal Kisan Yede	Delay in Giving New Electric Connection		16600	31.01.2015
Wardha	28	113/2014		-	Shri. Gulzar J. Moon	Delay in Giving New Electric Connection		13300	31.01.2015
Wardha	29	114/2014		-	Shri. Pravin P. Dhote	Delay in Giving New Electric Connection		11000	31.01.2015
Wardha	30	115/2014		-	Smt. Sumitrabai G. Kshirsagar	Delay in Giving New Electric Connection		11200	31.01.2015
Wardha	31	120/2014	10680/21.11.14	-	Shri. Gulab Ganpat Vaidya	Delay in Giving New Electric Connection		3800	31.01.2015
Wardha	32	121/2014	10681/21.11.14	-	Shri. Mahadeorao Waman Arade	Delay in Giving New Electric Connection		700	31.01.2015
Wardha	33	130/2014	10934/04.12.14	-	Shri. Namdeo Ganpat Tapase	Delay in Giving New Electric Connection		9500	31.01.2015
Wardha	34	25/2014	2328/Dt.19.05.14	-	Shri. Gangadhar Namdeo Thool	Delay in Giving New Electric Connection		3800	31.03.2015
Wardha	35	123/2014	10928/Dt.04.12.14	-	Shri. Ganesh Gulab Kalwade	Delay in Giving New Electric Connection		10600	31.03.2015
Wardha	36	124/2014	10929/Dt.04.12.14	-	Mohhamad Khan Pir Khan Pathan	Delay in Giving New Electric Connection		7400	31.03.2015
Wardha	37	127/2014	10932/Dt.04.12.14	-	Shri. Shankar Bhaurao Dukare	Delay in Giving New Electric Connection		11000	31.03.2015
Wardha	38	128/2014	10933/Dt.04.12.14	-	Shri. Surendra V. Dhanvij	Delay in Giving New Electric Connection		9600	31.03.2015
Wardha	39	131/2014	11252/Dt.16.12.14	-	Smt. Mangala Motiram Mature	Delay in Giving New Electric Connection		8700	31.03.2015
Wardha	40	132/2014	11253/Dt.16.12.14	-	Shri. Dhondu Shankar Ghavghave	Delay in Giving New Electric Connection		12700	31.03.2015
Wardha	41	133/2014	11254/Dt.16.12.14	-	Shri. Madhav Laxman Narad	Delay in Giving New Electric Connection		4600	31.03.2015
Wardha	42	134/2014	11255/Dt.16.12.14	-	Shri. Baban Bajirao Hulke	Delay in Giving New Electric Connection		7500	31.03.2015
Wardha	43	135/2014	11250/Dt.16.12.14	-	Shri. Dhanraj Daulat Dhote	Delay in Giving New Electric Connection		9200	31.03.2015

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

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 (March - 2015)

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		1023678	89792	1113470	181721	931749

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)

March 15 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	January-15	8915433	564700	15032876	1574131393	104.71
2	February-15	8804379	529915	14407798	1447150557	100.44
3	March-15	10302712	718575	15182241	1690166430	111.33
	Total	28022524	1813190	44622915	4711448380	105.58

(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	January-15	8915433	17058521	15032876	1.13
2	February-15	8804379	16250759	14407798	1.13
3	March-15	10302712	20931680	15182241	1.38
	Total	28022524	54240960	44622915	1.22

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January-15	104.71	1.13	92.28
2	February-15	100.44	1.13	89.05
3	March-15	111.33	1.38	80.75
	Total	105.58	1.22	86.86

Note:-

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