

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-2019)

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	367942	365409	733351	168157	102962	271119	462232
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	301008	365409	666417	271427	40122	311549	354868
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	8658	9243	17901	5672	4064	9736	8165
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	305589	244713	550302	188555	97698	286253	264049
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	52952	7714	60666	2751	6069	8820	51846
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	480	30041	30521	27547	402	27949	2572
7	4.12	Shifting of Meter / service line.	MSEDCL	614	245	859	29	100	129	730
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	547	116054	116601	116214	109	116323	278
9	4.13	Change of Name	MSEDCL	908	35418	36326	33256	481	33737	2589
10	4.13	Change of category	MSEDCL	1355	0	1355	0	240	240	1115
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	10875	22422	33297	1321	18337	19658	13639
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	522	765	1287	318	308	626	661
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	5022	8304	13326	6474	989	7463	5863
14	6.1	Fuse off call	MSEDCL	89875	389694	479569	18463	362681	381144	98425
15	6.2	Break down of Over head line	MSEDCL	245	307	552	22	239	261	291
16	6.3	Underground Cable fault	MSEDCL	260	418	678	22	338	360	318
17	6.4	Transformer Failure	MSEDCL	2408	3892	6300	314	3099	3413	2887
18	7.2	Meter Reading	MSEDCL	47436	39133	86569	8263	13543	21806	64763
19	7.3	Replacement of Faulty Meter	MSEDCL	33279	24555	57834	1439	11223	12662	45172
20	7.4	Replacement of Burnt Meter	MSEDCL	3310	3289	6599	169	1330	1499	5100
21	7.6 , 7.7	Billing Complaint	MSEDCL	117027	286778	403805	42412	90150	132562	271243

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- 2019)**

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	9 of 2019 CGRF	25-03-2019	290010011530	Shri.Mahendra Devidas Deshmukh on behalf of Shri.Late Devidas G.Deshmukh, At post Malikhel, Tq. Jalgaon Jamod, Dist.Buldhana - 443 402.	Billing Complaint	7.2 & 7.7	8700	25.09.2019
2	10 of 2019 CGRF	25-03-2019	290016030770	Shri.Ramesh Shankarrao Gawai, At. Post Sungaon, Tq. Jalgaon Jamod, Dist.Buldhana-443402	Delay In Connection (Agricultural)	4	3800	25.09.2019
3	11 of 2019 CGRF	25-03-2019	297058138137	M/s Shiv Aqua prop., Manish A. Poddar, infront of Murarka College, Sainagar, Shegaon, Dist Buldhana-444203	Billing Complaint (Change of tariff from commercial to industrial)	7.2 & 7.7	18336	21.09.2019
4	12 of 2019 CGRF	25-03-2019	306120507798	Pandurang Baliram Wanare, At Post Dhanora, Tq. Khamgaon, Dist. Buldhana-444306	Billing Complaint	7.2 & 7.6	86000	21.09.2019
5	28 of 2019 CGRF	27-05-2019	297058135227	Daulat Hari Shegokar, At Khadwadi, Near Farm House of Mr. Ghatol, Shegaon, Dist Buldhana-444203	Billing Complaint	7.2 & 7.6	42000	21.09.2019

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 Reports to be submitted to the Commission by the Distribution Licensee (September -2019)

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	1314808	404050	1718858	450654	1268204

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 (September-2019)

(1) System Average Interruption Duration Index (SAIDI)

September 19 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	July-19	56946764	1591960	22454250	4067138310	181.13
2	August-19	50354384	1900551	22578314	4292367937	190.11
3	September-19	13660726	1703781	22668871	1213129534	53.52
	Total	120961874	5196292	67701435	9572635781	141.39

(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-19	56946764	56946764	22454250	2.54
2	August-19	50354384	50354384	22578314	2.23
3	September-19	13660726	13660726	22668871	0.60
	Total	120961874	120961874	67701435	1.79

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-19	181.13	2.54	71.42
2	August-19	190.11	2.23	85.24
3	September-19	53.52	0.60	88.80
	Total	141.39	1.79	79.14

Note:-

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