

**Annexure - I**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (December-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	457967	332145	790112	162348	93923	256271	533841
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	353376	332145	685521	234229	35554	269783	415738
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	8161	6022	14183	5493	4190	9683	4500
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	264460	212032	476492	160201	54254	214455	262037
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	51852	7576	59428	1347	6055	7402	52026
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	2572	34460	37032	34596	148	34744	2288
7	4.12	Shifting of Meter / service line.	MSEDCL	730	279	1009	22	131	153	856
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	278	139005	139283	137992	556	138548	735
9	4.13	Change of Name	MSEDCL	2589	36291	38880	35423	680	36103	2777
10	4.13	Change of category	MSEDCL	1115	0	1115	0	104	104	1011
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	13639	13525	27164	968	10397	11365	15799
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	661	724	1385	240	267	507	878
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	5863	6003	11866	4159	482	4641	7225
14	6.1	Fuse off call	MSEDCL	98425	264064	362489	59544	197525	257069	105420
15	6.2	Break down of Over head line	MSEDCL	291	190	481	23	93	116	365
16	6.3	Underground Cable fault	MSEDCL	318	276	594	19	190	209	385
17	6.4	Transformer Failure	MSEDCL	2887	2546	5433	266	1677	1943	3490
18	7.2	Meter Reading	MSEDCL	64763	38552	103315	3467	21909	25376	77939
19	7.3	Replacement of Faulty Meter	MSEDCL	45172	19462	64634	856	9307	10163	54471
20	7.4	Replacement of Burnt Meter	MSEDCL	5100	2846	7946	134	1177	1311	6635
21	7.6 , 7.7	Billing Complaint	MSEDCL	271243	274299	545542	7678	158715	166393	379149

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- 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	13 of 2019 CGRF	25-03-2019	326084311866	M/S National Stone Crusher, Shri Abdul Rehman Shaikh Qayyum at Gut no. 160,164, Mouje Medshi II Tq. Malegaon, Dist Washim.	Delay In Connection (Industrial)	4	2900	B-80 Credit 29.11.2019 & ID No. 10745188 Dtd. 29.11.2019
2	30 of 2019 CGRF	10-06-2019	318730301685	Shri. Mahendrasingh Gajrajsingh Chauhan, Consumer No. LTII - 318730301685 At Lendipura Akot, Dist. Akola.	Billing Complaint (Change of tariff from Commercial to Residential)	7.2 & 7.7	12000	26.12.2019 (By RTGS)
3	40 of 2019 CGRF	29-07-2019	297160018073	Shri. Digambar Laxman Wankhade, Gat no. 83/3 GHATPURI, Khamgaon - 444303, Dist Buldhana.	Billing Complaint (Energy Bill issued prior to Ag pump connection) & Delay in AG Connection	7.2, 7.6 & 4	1800	01.11.2019

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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 (December -2019)**

<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>
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
	MSEDCL	7.3	<b>1268204</b>	<b>392185</b>	<b>1660389</b>	<b>400344</b>	<b>1260045</b>

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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 (December-2019)**

**(1) System Average Interruption Duration Index (SAIDI)**

December 19 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 agri. Feeders)	SAIDI = (6)/(5)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	October-19	41028457	1210579	22764422	2855631699	125.44
2	November-19	30476116	875009	22764422	2123138876	93.27
3	December-19	27812588	910018	22764422	2114750197	92.90
	<b>Total</b>	99317161	2995606	68293266	7093520772	103.87

**(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)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	October-19	41028457	41028457	22764422	1.80
2	November-19	30476116	30476116	22764422	1.34
3	December-19	27812588	27812588	22764422	1.22
	<b>Total</b>	99317161	99317161	68293266	1.45

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	October-19	125.44	1.80	69.60
2	November-19	93.27	1.34	69.67
3	December-19	92.90	1.22	76.04
	<b>Total</b>	103.87	1.45	71.42

Note:-

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