

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (March-2020)

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	439226	406729	845955	193257	116661	309918	536037
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	360896	406729	767625	237376	66646	304022	463603
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	19723	26022	45745	15861	13361	29222	16523
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	259990	272263	532253	192772	76423	269195	263058
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	55028	21803	76831	4832	9429	14261	62570
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	2288	32982	35270	32580	129	32709	2561
7	4.12	Shifting of Meter / service line.	MSEDCL	856	227	1083	17	197	214	869
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	735	125580	126315	125966	207	126173	142
9	4.13	Change of Name	MSEDCL	2777	37496	40273	36350	847	37197	3076
10	4.13	Change of category	MSEDCL	1011	0	1011	0	131	131	880
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	15799	12341	28140	1260	8754	10014	18126
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	878	566	1444	233	252	485	959
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	7225	4110	11335	2248	1552	3800	7535
14	6.1	Fuse off call	MSEDCL	105420	200575	305995	41976	147106	189082	116913
15	6.2	Break down of Over head line	MSEDCL	365	195	560	18	272	290	270
16	6.3	Underground Cable fault	MSEDCL	385	267	652	14	311	325	327
17	6.4	Transformer Failure	MSEDCL	3490	2293	5783	273	1871	2144	3639
18	7.2	Meter Reading	MSEDCL	77939	42817	120756	3208	31759	34967	85789
19	7.3	Replacement of Faulty Meter	MSEDCL	54471	16648	71119	748	9950	10698	60421
20	7.4	Replacement of Burnt Meter	MSEDCL	6635	2206	8841	155	1526	1681	7160
21	7.6 , 7.7	Billing Complaint	MSEDCL	379149	318181	697330	18092	216075	234167	463163

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- 2020)

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	25 of 2019 CGRF	10-05-2019	318739063320	M/S Yogiraj Agro Industries, Lohari Road, Plot No - 789 LS No 148/6, Akot, Dist Akola.	Enhancement of Load	8	1700	17.03.2020
2	53 of 2019 CGRF	04-11-2019	310072212800	Shri Sanjay Ramesh Chaudhari, H.N.09, Mayur Colony, Malkapur Rd, Akola.	Billing Complaint	7.2 & 7.7	2000	09.03.2020

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 (March -2020)

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	1260045	311964	1572009	369314	1202695

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 (March-2020)

(1) System Average Interruption Duration Index (SAIDI)

March 2020 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	January-20	32626303	1179311	23023010	2647920142	115.01
2	February-20	25113745	741130	23098758	1922686294	83.24
3	March-20	32848790	1002033	23098758	2266588357	98.13
	Total	90588838	2922474	69220526	6837194793	98.77

(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-20	32626303	32626303	23023010	1.42
2	February-20	25113745	25113745	23098758	1.09
3	March-20	32848790	32848790	23098758	1.42
	Total	90588838	90588838	69220526	1.31

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January-20	115.01	1.42	81.16
2	February-20	83.24	1.09	76.56
3	March-20	98.13	1.42	69.00
	Total	98.77	1.31	75.48

Note:-

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