

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-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	517673	137836	655509	53090	49055	102145	553364
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	450170	137836	588006	64993	37185	102178	485828
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	20506	10173	30679	5596	8544	14140	16539
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	262551	82140	344691	37804	51488	89292	255399
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	62834	11551	74385	1422	5423	6845	67540
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	2561	18485	21046	18674	101	18775	2271
7	4.12	Shifting of Meter / service line.	MSEDCL	869	82	951	8	424	432	519
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	142	22762	22904	22858	9	22867	37
9	4.13	Change of Name	MSEDCL	3076	22028	25104	22821	363	23184	1920
10	4.13	Change of category	MSEDCL	880	71	951	32	369	401	550
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	18126	29511	47637	1303	36165	37468	10169
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	959	382	1341	76	847	923	418
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	7535	5974	13509	2663	7531	10194	3315
14	6.1	Fuse off call	MSEDCL	116913	542717	659630	12924	607630	620554	39076
15	6.2	Break down of Over head line	MSEDCL	270	514	784	43	590	633	151
16	6.3	Underground Cable fault	MSEDCL	327	178	505	14	442	456	49
17	6.4	Transformer Failure	MSEDCL	3639	5269	8908	486	7116	7602	1306
18	7.2	Meter Reading	MSEDCL	85789	12546	98335	630	60762	61392	36943
19	7.3	Replacement of Faulty Meter	MSEDCL	60421	21042	81463	293	44732	45025	36438
20	7.4	Replacement of Burnt Meter	MSEDCL	7160	1564	8724	39	4604	4643	4081
21	7.6 , 7.7	Billing Complaint	MSEDCL	463163	307603	770766	7249	499557	506806	263960

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 (June - 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)
NIL								

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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 (June -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	1188668	163358	1352026	50247	1301757

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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 (June-2020)

(1) System Average Interruption Duration Index (SAIDI)

June 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	April-20	36999384	1185281	23163446	2757748374	119.06
2	May-20	38448030	1371291	23188543	3270129152	141.02
3	June-20	45494634	1386897	23211599	3615559122	155.77
	Total	120942048	3943469	69563588	9643436648	138.63

(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	April-20	36999384	36999384	23163446	1.60
2	May-20	38448030	38448030	23188543	1.66
3	June-20	45494634	45494634	23211599	1.96
	Total	120942048	120942048	69563588	1.74

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-20	119.06	1.60	74.53
2	May-20	141.02	1.66	85.05
3	June-20	155.77	1.96	79.47
	Total	138.63	1.74	79.74

Note:-

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