

**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-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 | 286374                                    | 288589                     | 574963           | 147562                          | 106924                    | 254486                     | 320477                            |
| 2       | 4.4                | Intimation of charges where supply from existing lines.                            | MSEDCL | 262023                                    | 288589                     | 550612           | 186981                          | 68923                     | 255904                     | 294708                            |
| 3       | 4.5 & 4.6          | Intimation of charges where supply to dedicated or after extension / augmentation. | MSEDCL | 25705                                     | 22128                      | 47833            | 12779                           | 17445                     | 30224                      | 17609                             |
| 4       | 4.7                | New connection / add. Load where supply from existing line.                        | MSEDCL | 253301                                    | 248807                     | 502108           | 133185                          | 99041                     | 232226                     | 269882                            |
| 5       | 4.8                | New connection / add. Load where supply after extension / augmentation.            | MSEDCL | 69212                                     | 26155                      | 95367            | 3286                            | 8183                      | 11469                      | 83898                             |
| 6       | 4.9                | New connection / add. Load where supply after commissioning of sub-station.        | MSEDCL | 2271                                      | 21066                      | 23337            | 21117                           | 2199                      | 23316                      | 21                                |
| 7       | 4.12               | Shifting of Meter / service line.  | MSEDCL | 519                                       | 170                        | 689              | 38                              | 426                       | 464                        | 225                               |
| 8       | 6.10.              | Reconnection of supply after payment of dues.                                      | MSEDCL | 37  | 15389                      | 15426            | 15245                           | 65                        | 15310                      | 116                               |
| 9       | 4.13               | Change of Name   | MSEDCL | 1920                                      | 25777                      | 27697            | 27177                           | 204                       | 27381                      | 316                               |
| 10      | 4.13               | Change of category   | MSEDCL | 550                                       | 266                        | 816              | 161                             | 407                       | 568                        | 248                               |
| 11      | 5.4 (a)            | Complaint of Voltage Variation-Local fault   | MSEDCL | 10169                                     | 43015                      | 53184            | 7505                            | 39673                     | 47178                      | 6006                              |
| 12      | 5.4 (b)            | Complaint of Voltage Variation-Net work  | MSEDCL | 418                                       | 871                        | 1289             | 461                             | 625                       | 1086                       | 203                               |
| 13      | 5.4 (c)            | Complaint of Voltage Variation-Expansion/ augmentation required                    | MSEDCL | 3315                                      | 8949                       | 12264            | 6239                            | 4304                      | 10543                      | 1721                              |
| 14      | 6.1                | Fuse off call  | MSEDCL | 39076                                     | 562014                     | 601090           | 90677                           | 498839                    | 589516                     | 11574                             |
| 15      | 6.2                | Break down of Over head line   | MSEDCL | 151                                       | 538                        | 689              | 158                             | 484                       | 642                        | 47                                |
| 16      | 6.3                | Underground Cable fault  | MSEDCL | 49  | 274                        | 323              | 109                             | 189                       | 298                        | 25                                |
| 17      | 6.4                | Transformer Failure  | MSEDCL | 1306                                      | 2827                       | 4133             | 791                             | 2870                      | 3661                       | 472                               |
| 18      | 7.2                | Meter Reading  | MSEDCL | 36943                                     | 36605                      | 73548            | 15015                           | 49809                     | 64824                      | 8724                              |
| 19      | 7.3                | Replacement of Faulty Meter  | MSEDCL | 36438                                     | 43960                      | 80398            | 10303                           | 47206                     | 57509                      | 22889                             |
| 20      | 7.4                | Replacement of Burnt Meter   | MSEDCL | 4081                                      | 3437                       | 7518             | 439                             | 5052                      | 5491                       | 2027                              |
| 21      | 7.6 , 7.7          | Billing Complaint  | MSEDCL | 263960                                    | 507170                     | 771130           | 214038                          | 502580                    | 716618                     | 54512                             |

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 - 2020)**

| <b>Sr. No.</b> | <b>Complaint No.</b> | <b>Date of Filing the Complaint</b> | <b>Consumer No</b> | <b>Name &amp; Address of Consumer</b>  | <b>Nature of Complaint</b>                                      | <b>Reference Standard of Performance</b> | <b>Amount of Compensation (Rs)</b> | <b>Date of Payment of Compensation (DD/MM/YYYY)</b> |
|----------------|----------------------|-------------------------------------|--------------------|--|---|--|------------------------------------|---|
| <b>.(1)</b>    | <b>.(2)</b>          | <b>.(3)</b>                         | <b>.(4)</b>        | <b>.(5)</b>  | <b>.(6)</b>   | <b>.(7)</b>                              | <b>.(8)</b>                        | <b>.(9)</b>   |
| 1              | 62 of 2019           | 22-11-2019                          | 318870207450       | Shri. Prakash Pyarelalji Gupta, Swastik Colony Plot No.8, Hiwarkhed Tq. Telhara Dist. Akola 444 103  | BILLING   | 7.2                                      | 1050                               | 06.08.2020  |
| 2              | 5 of 2020            | 16-01-2020                          | 291207119487'      | OM Aqua Cool RO Plant Prop. Late Janardhan Narayan Chopade (Patil), C/O Son Dr. Pravin Janardan Patil, Kathargaon, Tq. Sangrampur, Distt. Buldana 444 202. | Billing Complaint (Change of Commercial category to Industrial) | 7.2 & 7.6                                | 151200                             | 25.09.2020  |

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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 (September -2020)**

| <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>1301757</b>  | <b>424603</b>  | <b>1726360</b>                    | <b>138326</b>                             | <b>1588034</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 (September-2020)**

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

September 2020 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        | July-20      | 39424898  | 1051005   | 23260917  | 2557775875   | 109.96          |
| 2        | August-20    | 35156311  | 992541  | 23319675  | 2451206367   | 105.11          |
| 3        | September-20 | 34958080  | 968436  | 23396745  | 2394554147   | 102.35          |
|          | <b>Total</b> | 109539289   | 3011982   | 69977337  | 7403536389   | 105.80          |

| 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        | July-20      | 39424898  | 39424898   | 23260917  | 1.69            |
| 2        | August-20    | 35156311  | 35156311   | 23319675  | 1.51            |
| 3        | September-20 | 34958080  | 34958080   | 23396745  | 1.49            |
|          | <b>Total</b> | 109539289   | 109539289  | 69977337  | 1.57            |

**(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        | July-20      | 109.96   | 1.69     | 64.88       |
| 2        | August-20    | 105.11   | 1.51     | 69.72       |
| 3        | September-20 | 102.35   | 1.49     | 68.50       |
|          | <b>Total</b> | 105.80   | 1.57     | 67.59       |

Note:-

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