

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-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	230061	356296	586357	187408	120499	307907	278450
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	222386	356296	578682	232437	75645	308082	270600
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	26379	26279	52658	17882	18220	36102	16556
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	267382	299446	566828	206057	82719	288776	278052
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	89043	32751	121794	4998	8397	13395	108399
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	21	31308	31329	24770	2410	27180	4149
7	4.12	Shifting of Meter / service line.	MSEDCL	225	161	386	65	123	188	198
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	116	16630	16746	16065	593	16658	88
9	4.13	Change of Name	MSEDCL	316	34708	35024	34251	589	34840	184
10	4.13	Change of category	MSEDCL	248	186	434	131	176	307	127
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	6006	23862	29868	6800	21780	28580	1288
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	203	623	826	441	347	788	38
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	1721	5861	7582	5196	2101	7297	285
14	6.1	Fuse off call	MSEDCL	11574	332625	344199	102639	230129	332768	11431
15	6.2	Break down of Over head line	MSEDCL	47	141	188	33	145	178	10
16	6.3	Underground Cable fault	MSEDCL	25	276	301	74	181	255	46
17	6.4	Transformer Failure	MSEDCL	472	1109	1581	394	1039	1433	148
18	7.2	Meter Reading	MSEDCL	8724	35458	44182	19918	16382	36300	7882
19	7.3	Replacement of Faulty Meter	MSEDCL	22889	32835	55724	8793	26208	35001	20723
20	7.4	Replacement of Burnt Meter	MSEDCL	2027	2516	4543	266	2613	2879	1664
21	7.6 , 7.7	Billing Complaint	MSEDCL	54512	289592	344104	111162	173249	284411	59693

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 - 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 (December -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	1588034	345727	1933761	272773	1660988

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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-2020)

(1) System Average Interruption Duration Index (SAIDI)

December 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	October-20	29369452	1036099	23484495	2219398671	94.50
2	November-20	20838010	611671	23602770	1375338091	58.27
3	December-20	18783555	541244	23602770	1276391344	54.08
	Total	68991017	2189014	70690035	4871128106	68.91

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	October-20	29369452	29369452	23484495	1.25
2	November-20	20838010	20838010	23602770	0.88
3	December-20	18783555	18783555	23602770	0.80
	Total	68991017	68991017	70690035	0.98

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-20	94.50	1.25	75.57
2	November-20	58.27	0.88	66.00
3	December-20	54.08	0.80	67.95
	Total	68.91	0.98	70.61

Note:-

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