

Annexure - III

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-21 Quarter)

Sr. 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 = c+d	f	g	h = f+g	i = e-h
1	Intimation of charges where supply to dedicated or after extension / augmentation.	Urban	1444	3274	4718	2597	855	3452	1266
		Rural	20456	16717	37173	11171	12280	23451	13722
2	New connection / add. Load where supply from existing line.		378013	257108	635121	166086	228106	394192	240929
3	New connection / add. Load where supply after extension / augmentation.		126059	25468	151527	17327	11483	28810	122717
4	New connection / add. Load where supply after commissioning of sub-station.		0	0	0	0	0	0	0
5	Shifting of Meter / service line.	Urban	120	138	258	26	131	157	101
		Rural	92	34	126	8	40	48	78
6	Reconnection of supply after payment of dues.	Urban	594	799	1393	45	849	894	499
		Rural	980	1138	2118	51	1325	1376	742
7	Change of Name		10363	32614	42977	22090	4347	26437	16540
8	Change of category		4519	12506	17025	9629	2049	11678	5347
9	Fuse off call	Urban	20300	535909	556209	141554	401083	542637	13572
		Rural	5381	136011	141392	61369	73877	135246	6146
10	Break down of Over head Line	Urban	4	296	300	35	250	285	15
		Rural	5	745	750	247	430	677	73
11	Underground Cable fault / Bus Riser Fault	Urban	55	513	568	74	439	513	55
		Rural	24	86	110	36	49	85	25
12	Transformer and Associated Switchgear Failure	Urban	102	3304	3406	688	2560	3248	158
		Rural	109	1533	1642	391	966	1357	285
13	Meter Reading		11138	45577	56715	39051	9167	48218	8497
14	Replacement of Faulty Meter	Urban	11669	15030	26699	11970	7214	19184	7515
		Rural	15253	9882	25135	5805	7027	12832	12303
15	Replacement of Burnt Meter	Urban	1022	2004	3026	326	1845	2171	855
		Rural	895	1076	1971	207	755	962	1009
16	Billing Complaint		69063	252070	321133	212151	60266	272417	48716
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		3191	41693	44884	6025	36380	42405	2479
17(a)	Complaint of Voltage Variation-Local fault		2406	17379	19785	2365	16451	18816	969
17(b)	Complaint of Voltage Variation-Net work		74	996	1070	130	877	1007	63
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		711	23318	24029	3530	19052	22582	1447

Note: Above reports are prepared based on the data provided by the field offices which are subjected to subsequent corrections, if any.

Annexure - IV

Report of Individual Complaints where Compensation has been paid

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-21 Quarter)

Sr. No.	Complaint No.	Date of Filing the Complaint/Automatic Compensation	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	9 of 2021 Electricity Ombudsman	20.04.2021	410021984543	Smt Kamlesh Sudhirkumar Sood, Plot No 145, Friends colony, Katol Road, Nagpur 440 013	Non attending power failure complaint from 12.08.2020 to 02.09.2020	Delay in restoration of supply	22758	Cheque No 255970 of Rs 14479/- on dated 18.06.2021 and Cheque No 789196 of Rs 8279/- on dated 15.04.2021

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Annexure - V

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 -2021)

Sr. No.	Name of the Distribution Licensee	Reference to overall Standards	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 end of Quarter (Nos.)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
1	MSEDCL	7.3	1661651	245563	1907214	179249	1727965

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Annexure - VI
Report of Installation of Meters
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June -2021)

Sr. No.	Name of the Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	(9=6+7-8)	(10=4+5+8)	(9+10)
1	MSEDCL	4345999	2869494	15711	1476190	22291	197	1498284	2885402	4383686

Note: Above reports are prepared based on the data provided by the field offices which are subjected to subsequent corrections, if any.

Annexure- VII
Performance Report regarding Reliability Indices
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-2021)
(1) System Average Interruption Duration Index (SAIDI)

June 2021 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-21	44658734	3507976	23805468	7212748254	302.99
2	May-21	32109953	2537603	23937212	8552092064	357.27
3	June-21	37647460	2868372	23937212	9996594910	417.62
	Total	114416147	8913951	71679892	25761435228	359.40

(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-21	44658734	44658734	23805468	1.88
2	May-21	32109953	32109953	23937212	1.34
3	June-21	37647460	37647460	23937212	1.57
	Total	114416147	114416147	71679892	1.60

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-21	302.99	1.88	161.51
2	May-21	357.27	1.34	266.34
3	June-21	417.62	1.57	265.53
	Total	359.40	1.60	225.16

(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers

Sr.No.	Month	Ni = Number of HT Consumers who experienced a sustained interruption	Ri= Restoration time for each interruption event of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
1	2	3	4	5	6
1	April-21	55323	4957097	4957097	89.60
2	May-21	55953	5107662	5107662	91.28
3	June-21	55179	4574610	4574610	82.90
	Total	166455	14639369	14639369	87.95

Note:-

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