

Annexure - III

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (March-22 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	1489	3558	5047	2731	801	3532	1515
		Rural	23878	20645	44523	14291	15250	29541	14982
2	New connection / add. Load where supply from existing line.		155907	302307	458214	134510	87101	221611	236603
3	New connection / add. Load where supply after extension / augmentation.		154898	24947	180845	8733	13885	22618	158227
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	97	217	37	49	86	131
		Rural	74	20	94	6	7	13	81
6	Reconnection of supply after payment of dues.	Urban	8207	18394	26601	730	17416	18146	8455
		Rural	5264	11364	16628	428	10260	10688	5940
7	Change of Name		23061	89438	112499	73866	10084	83950	28549
8	Change of category		4935	28256	33191	25049	2383	27432	5759
9	Fuse off call	Urban	8862	280419	289281	67053	193816	260869	28412
		Rural	5579	57110	62689	24054	28014	52068	10621
10	Break down of Over head Line	Urban	14	99	113	20	70	90	23
		Rural	90	471	561	115	301	416	145
11	Underground Cable fault / Bus Riser Fault	Urban	77	396	473	74	270	344	129
		Rural	69	109	178	23	58	81	97
12	Transformer and Associated Switchgear Failure	Urban	181	1221	1402	252	858	1110	292
		Rural	330	1517	1847	400	1041	1441	406
13	Meter Reading		11091	56896	67987	48964	6413	55377	12610
14	Replacement of Faulty Meter	Urban	6379	9971	16350	5975	2550	8525	7825
		Rural	12190	7255	19445	3602	2448	6050	13395
15	Replacement of Burnt Meter	Urban	874	1655	2529	240	1041	1281	1248
		Rural	1512	945	2457	197	535	732	1725
16	Billing Complaint		55284	344092	399376	302808	39754	342562	56814
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		1638	17179	18817	3029	12263	15292	3525
17(a)	Complaint of Voltage Variation-Local fault		636	6983	7619	1218	5159	6377	1242
17(b)	Complaint of Voltage Variation-Net work		111	795	906	146	620	766	140
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		891	9401	10292	1665	6484	8149	2143

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 (March-22 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	37 of 2021 CGRF	21.10.2021	432300002339	Shri. Siddharth Walmik Ganvir, 150/1 Gumada, Dist. Gondia.	Abnormal Bill	5	250.00	18.01.2022
2	73 of 2021 CGRF	07.10.2021	290620003717	Archana Shivhari Rojatkar, Gat No. 82, Shegaon Road, Warwat Bkal Tq. Sangrampur Dist. Buldhana 444201.	Refund of infra cost and Delay in restoration	4	3600.00	Compensation provided through Energy Bill for the the month of March 2022

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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 (March -2022)

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	1546277	358746	1905023	256898	1648125

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

Annexure - VI
Report of Installation of Meters
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (March -2022)

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	4431247	2907276	291	1523971	38884	2341	1560514	2909908	4470422

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 (March-2022)
(1) System Average Interruption Duration Index (SAIDI)

March 2022 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-22	22925840	2493095	24062453	3086473294	128.27
2	February-22	19035587	2210918	24056119	2846626648	118.33
3	March-22	25790988	2489739	24039386	3295414984	137.08
	Total	67752415	7193752	72157958	9228514926	127.89

(2) System Average Interruption Frequency Index (SAIFI)

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i th 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-22	22925840	22925840	24062453	0.95
2	February-22	19035587	19035587	24056119	0.79
3	March-22	25790988	25790988	24039386	1.07
	Total	67752415	67752415	72157958	0.94

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January-22	128.27	0.95	134.63
2	February-22	118.33	0.79	149.54
3	March-22	137.08	1.07	127.77
	Total	127.89	0.94	136.21

(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	January-22	47058	4511364	4511364	95.87
2	February-22	46703	4960316	4960316	106.21
3	March-22	51253	4180546	4180546	81.57
	Total	145014	13652226	13652226	94.14

Note:-

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