

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-23 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	205	6886	7091	6747	99	6846	245
		Rural	14842	21324	36166	17287	8300	25587	10579
2	New connection / add. Load where supply from existing line.		191838	308452	500290	129125	207806	336931	163359
3	New connection / add. Load where supply after extension / augmentation.		127737	31094	158831	10133	19550	29683	129148
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	99	68	167	53	108	161	6
		Rural	82	11	93	26	64	90	3
6	Reconnection of supply after payment of dues.	Urban	329	3038	3367	115	2776	2891	476
		Rural	601	3592	4193	129	3204	3333	860
7	Change of Name		23154	78090	101244	66711	10806	77517	23727
8	Change of category		4708	18674	23382	14619	2151	16770	6612
9	Fuse off call	Urban	18538	545748	564286	170463	390478	560941	3345
		Rural	8328	128603	136931	64778	70995	135773	1158
10	Break down of Over head Line	Urban	28	305	333	105	223	328	5
		Rural	107	816	923	347	559	906	17
11	Underground Cable fault / Bus Riser Fault	Urban	259	646	905	190	695	885	20
		Rural	139	124	263	67	189	256	7
12	Transformer and Associated Switchgear Failure	Urban	244	2446	2690	754	1889	2643	47
		Rural	464	1394	1858	576	1249	1825	33
13	Meter Reading		9967	23603	33570	20370	12566	32936	634
14	Replacement of Faulty Meter	Urban	11189	7627	18816	5919	12585	18504	312
		Rural	16307	5298	21605	4208	17230	21438	167
15	Replacement of Burnt Meter	Urban	1697	1516	3213	626	2474	3100	113
		Rural	2607	1167	3774	725	2840	3565	209
16	Billing Complaint		52840	219508	272348	183061	78052	261113	11235
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		1597	28157	29754	9213	20200	29413	341
17(a)	Complaint of Voltage Variation-Local fault		535	8642	9177	2727	6334	9061	116
17(b)	Complaint of Voltage Variation-Net work		72	743	815	248	549	797	18
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		990	18772	19762	6238	13317	19555	207

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-23 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	57 of 2021	23.08.2021	326420001188	Shri. Vijay Bhagwantrao Jadhav	Load Reduction	Annexure II Point No. 7 (ii)	500	19.05.2023
2	02 of 2022	10.01.2022	310113031149	Shri. Yogesh Laxman Ingale , Sr. no. 96 Bondarkhed Sisa, Akola	Delay in getting connection	Annexure II Point No. 1 (ii)	2800	11.05.2023
3	15 of 2023	10.03.2023	279552003997	Shri. Nanda Gulabrao Bhosale	Delay in getting AG connection	Annexure II Point No. 1 (i) & (ii)	1800	24.05.2023

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Annexure - V

Report of action on Faulty Meters (1 Phase / 3 Phase)

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-23 Quarter)

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	Annexure II Point No. 3 (ii)	2044413	359792	2404205	217025	2187180

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Annexure - VI
Report of Installation of Meters
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-23 Quarter)

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	4600989	2960009	22401	1640980	45844	2683	1684141	2985093	4669234

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Annexure- VII
Performance Report regarding Reliability Indices
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-23 Quarter)
(1) System Average Interruption Duration Index (SAIDI)

June 2023 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-23	29520279	1692255	24668673	2931571591	118.84
2	May-23	24591860	1434641	24737115	2466196211	99.70
3	June-23	33036268	1792851	24837163	3112967254	125.34
	Total	87148407	4919747	74242951	8510735056	114.63

(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-23	29520279	29520279	24668673	1.20
2	May-23	24591860	24591860	24737115	0.99
3	June-23	33036268	33036268	24837163	1.33
	Total	87148407	87148407	74242951	1.17

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-23	118.84	1.20	99.31
2	May-23	99.70	0.99	100.29
3	June-23	125.34	1.33	94.23
	Total	114.63	1.17	97.66

(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-23	64047	5414761	5414761	84.54
2	May-23	61367	5964327	5964327	97.19
3	June-23	65231	5188073	5188073	79.53
	Total	190645	16567161	16567161	86.90

Note:-

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