

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-24 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	56	24175	24231	23935	49	23984	247
		Rural	2448	18726	21174	17068	2221	19289	1885
2	New connection / add. Load where supply from existing line.		51696	311921	363617	279426	33717	313143	50474
3	New connection / add. Load where supply after extension / augmentation.		108767	39881	148648	30290	11068	41358	107290
4	New connection / add. Load where supply after commissioning of sub-station.		2146	461	2607	39	0	39	2568
5	Shifting of Meter / service line	Urban	3	75	78	50	9	59	19
		Rural	0	26	26	13	4	17	9
6	Reconnection of supply after payment of dues.*	Urban	1002	5661	6663	356	5199	5555	1108
		Rural	1075	4051	5126	216	3589	3805	1321
7	Change of Name		14551	86108	100659	86140	3686	89826	10833
8	Change of category		3506	11585	15091	9559	1994	11553	3538
9	Fuse off call	Urban	2102	718566	720668	555558	161580	717138	3530
		Rural	971	163436	164407	150571	12069	162640	1767
10	Break down of Over head Line	Urban	1	592	593	398	195	593	0
		Rural	4	443	447	359	80	439	8
11	Underground Cable fault / Bus Riser Fault	Urban	2	1063	1065	811	245	1056	9
		Rural	1	270	271	243	21	264	7
12	Transformer and Associated Switchgear Failure	Urban	11	868	879	439	435	874	5
		Rural	25	756	781	459	300	759	22
13	Meter Reading		268	19628	19896	19238	2	19240	656
14	Replacement of Faulty Meter	Urban	77	9332	9409	9066	0	9066	343
		Rural	79	5634	5713	5341	5	5346	367
15	Replacement of Burnt Meter	Urban	286	4317	4603	3188	1259	4447	156
		Rural	120	5507	5627	4072	1450	5522	105
16	Billing Complaint		3525	231582	235107	226509	1345	227854	7253
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		208	39584	39792	30158	9242	39400	392
17(a)	Complaint of Voltage Variation-Local fault		59	11938	11997	9132	2743	11875	122
17(b)	Complaint of Voltage Variation-Net work		3	1116	1119	833	274	1107	12
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		146	26530	26676	20193	6225	26418	258

Note:

* Supply reconnected on the same day but updated in system on later date

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 24 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)
NIL								

Annexure - VI
Report of Installation of Meters
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-24 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	4741779	3019690	29977	1722089	6	1164	1720931	3050831	4771762

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

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-24 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)	2195017	328779	2523796	223882	2299914

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 Return to be submitted to the Commission by the Distribution Licensee (June-24 Quarter)
(1) System Average Interruption Duration Index (SAIDI)

June 2024 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-24	26853154	1800482	25593759	2822794796	110.29
2	May-24	29657379	2202840	25681143	3338014337	129.98
3	June-24	36758077	2394885	25767056	3655951068	141.89
	Total	93268610	6398207	77041958	9816760201	127.39

(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-24	26853154	26853154	25593759	1.05
2	May-24	29657379	29657379	25681143	1.16
3	June-24	36758077	36758077	25767056	1.43
	Total	93268610	93268610	77041958	1.21

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-24	110.29	1.05	105.12
2	May-24	129.98	1.16	112.05
3	June-24	141.89	1.43	99.46
	Total	127.39	1.21	105.22

(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-24	65835	5603599	5603599	85.12
2	May-24	74771	6307403	6307403	84.36
3	June-24	73137	5447261	5447261	74.48
	Total	213743	17358263	17358263	81.21

Note:-

The indices are computed based on the data fetched by the System which is subjected to subsequent updation, if any.