

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-2016)

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	205422	344105	549527	224207	112030	336237	213290
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	204851	344105	548956	288737	46417	335154	213802
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	5128	7784	12912	4596	3064	7660	5252
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	247416	310318	557734	230816	99173	329989	227745
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	31896	6995	38891	1973	3531	5504	33387
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	1	9656	9657	9651	3	9654	3
7	4.12	Shifting of Meter / service line.	MSEDCL	15	7709	7724	7656	37	7693	31
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	2168	63933	66101	63459	69	63528	2573
9	4.13	Change of Name	MSEDCL	0	61763	61763	61763	0	61763	0
10	4.13	Change of category	MSEDCL	0	16371	16371	16371	0	16371	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	1920	17706	19626	6488	10902	17390	2236
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	141	717	858	452	245	697	161
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	16	9240	9256	9117	25	9142	114
14	6.1	Fuse off call	MSEDCL	12324	309920	322244	139700	162223	301923	20321
15	6.2	Break down of Over head line	MSEDCL	36	250	286	36	204	240	46
16	6.3	Underground Cable fault	MSEDCL	64	345	409	85	253	338	71
17	6.4	Transformer Failure	MSEDCL	444	1601	2045	412	1042	1454	591
18	7.2	Meter Reading	MSEDCL	13345	15686	29031	4950	6577	11527	17504
19	7.3	Replacement of Faulty Meter	MSEDCL	3250	5325	8575	846	3031	3877	4698
20	7.4	Replacement of Burnt Meter	MSEDCL	816	2398	3214	386	1901	2287	927
21	7.6 , 7.7	Billing Complaint	MSEDCL	28096	58042	86138	17463	21267	38730	47408

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 (June-2016)

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)
1	4/2016 CGRF	25/05/2016	310071311821	Ranjeet Santsingh Oberai near Bus stand, Akola	Delay in refund of Non DDF CCRF Amount	4	2000/- + 115555/- (Interest amount)	Adjustment in Energy Bill for the month of June 2016
2	16/2016 Electricity Ombudsman	1/3/2016	310073108984	Dr Ashutosh V. Dabre, Tapdiya Nagar, Akola	Wrong Tariff	7.6	6200/-	Adjustment in Energy Bill for the month of June 2016
3	90/2013 CGRF	7/10/2013	310159063360	M/s Shivam Ginning Ind. Tq-Barshitakali, Dist-Akola	Electricity Duty	7.6	25175/- (Interest on ED)	30/06/2016
4	3/2016 CGRF	12/3/2015	290030163143	Matoti S Hissal, At.Po. Sungaon Tq. Jalgaon Jamod Distt. Buldhana.	Billing	7.6	7900/-	28/06/2016
5	170/2015 CGRF	13/10/2015	396020007771	Shri S. D. Khatade, At.Po.Satephal Tq.Hinganghat Dist.Wardha.	Delay in AG connection	4	18000/-	17/06/2016
6	163/2015 CGRF	13/10/2015	-	Shri R. M. Wasekar, At.Po.Wagholi Tq.Samudrapur, Dist.Wardha.	Delay in AG connection	4	2300/-	25/04/2016
7	4/2016 CGRF	8/3/2016	160260586715	Shri Kuljitsingh S. Choudhari, Office No. 201, Abhijit Court, Bhandarkar Road, Shivajinagar, Pune-4	Reduction of load / contract demand & refund of Security Deposit	4.14	1200/-	27/05/2016
8	7/2016 CGRF	16/3/2016	170665403231	Mrs Smita V. Patil, 19/2, Dnyesh Socy, Warjemaalwadi, Pune-58	Change of Name	4.13	1600/-	15/06/2016

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Annexure - III

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-2016)

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	792145	116831	908976	102806	806170

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Annexure- IV
Performance Report regarding Reliability Indices
Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee
(1) System Average Interruption Duration Index (SAIDI)

June 16 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 argi. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	April-16	9022039	782815	9872613	2242182089	227.11
2	May-16	11688227	1425515	12715470	3910005106	307.50
3	June-16	11585187	1637320	12519612	4316705340	344.80
	Total	32295453	3845650	35107695	10468892535	298.19

(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-16	9022039	30001502	9872613	3.04
2	May-16	11688227	49290820	12715470	3.88
3	June-16	11585187	53594965	12519612	4.28
	Total	32295453	132887287	35107695	3.79

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-16	227.11	3.04	74.74
2	May-16	307.50	3.88	79.33
3	June-16	344.80	4.28	80.54
	Total	298.19	3.79	78.78

Note:-

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