

Annexure - III
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (December-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	106	47507	47613	47071	49	47120	493
		Rural	923	13131	14054	12850	752	13602	452
2	New connection / add. Load where supply from existing line.		56493	236561	293054	203880	40043	243923	49131
3	New connection / add. Load where supply after extension / augmentation.		101717	61216	162933	56395	12094	68489	94444
4	New connection / add. Load where supply after commissioning of sub-station.		2528	86	2614	2458	8	2466	148
5	Shifting of Meter / service line	Urban	22	56	78	18	31	49	29
		Rural	17	37	54	15	6	21	33
6	Reconnection of supply after payment of dues.*	Urban	974	4960	5934	17	2713	2730	3204
		Rural	1309	5824	7133	53	3355	3408	3725
7	Change of Name		8609	93404	102013	91930	864	92794	9219
8	Change of category		3239	9136	12375	7625	1382	9007	3368
9	Fuse off call	Urban	1171	307110	308281	253113	54118	307231	1050
		Rural	497	67892	68389	62883	5140	68023	366
10	Break down of Over head Line	Urban	0	202	202	180	22	202	0
		Rural	8	282	290	254	34	288	2
11	Underground Cable fault / Bus Riser Fault	Urban	10	688	698	535	154	689	9
		Rural	6	170	176	147	25	172	4
12	Transformer and Associated Switchgear Failure	Urban	5	400	405	210	190	400	5
		Rural	22	572	594	368	208	576	18
13	Meter Reading		495	27419	27914	27179	7	27186	728
14	Replacement of Faulty Meter	Urban	256	13759	14015	13718	0	13718	297
		Rural	254	13574	13828	13287	17	13304	524
15	Replacement of Burnt Meter	Urban	69	2784	2853	2165	628	2793	60
		Rural	107	2822	2929	1953	781	2734	195
16	Billing Complaint		6679	337394	344073	331980	1595	333575	10498
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		116	20112	20228	15882	4197	20079	149
17(a)	Complaint of Voltage Variation-Local fault		40	7642	7682	6078	1550	7628	54
17(b)	Complaint of Voltage Variation-Net work		11	1122	1133	830	291	1121	12
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		65	11348	11413	8974	2356	11330	83

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 (December 24 Quarter)

Sr. No.	Complaint No.	Date of Filing	Consumer No	Name & Address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs)	Date of Payment of
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	.(9)
1	16158181	13-05-24	563010033424	HANMANT SHANKAR GUNDE & 1219 others	NEW SERVICE CONNECTION & others		-226563	-

Total No of Consumers -1220	Amount -226563
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Link for detailed list quarter wise	https://docs.google.com/spreadsheets/d/1zPsEcuRI9QZVvliTNSXok-dzbGrY-Nlm/edit?usp=sharing&ouid=105062557566531306445&rtpof=true&sd=true
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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 (December-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)	2369533	307780	2677313	271955	2405358

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 (up to DEC-2024)

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	4784004	3063533	9840	1720471	0	1885	1718586	3075258	4793844

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 (December-24 Quarter)

(1) System Average Interruption Duration Index (SAIDI)

December- 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	Oct-24	135572737	4068923	26082783	5365592454	205.71
2	Nov-24	76408354	3112502	26178068	2318495442	88.57
3	Dec-24	76542094	4755721	26225769	3810317668	145.29
	Total	288523185	11937146	78486620	11494405564	146.45

(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	Oct-24	135572737	135572737	26082783	5.20
2	Nov-24	76408354	76408354	26178068	2.92
3	Dec-24	76542094	76542094	26225769	2.92
	Total	288523185	288523185	78486620	3.68

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Oct-24	205.71	5.20	39.58
2	Nov-24	88.57	2.92	30.34
3	Dec-24	145.29	2.92	49.78
	Total	146.45	3.68	39.84

(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	Oct-24	67862	5256046	5256046	77.45
2	Nov-24	47438	4569200	4569200	96.32
3	Dec-24	43702	4478478	4478478	102.48
	Total	159002	14303724	14303724	89.96

Note:-

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