

Annexure - III
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Dec-25 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	1048	56424	57472	56320	455	56775	697
		Rural	652	39795	40447	38893	461	39354	1093
2	New connection / add. Load where supply from existing line.		25684	197731	223415	188337	13055	201392	22023
3	New connection / add. Load where supply after extension / augmentation.		34934	92194	127128	92570	8552	101122	26006
4	New connection / add. Load where supply after commissioning of sub-station.		231	61	292	57	0	57	235
5	Shifting of Meter / service line	Urban	77	51	128	64	36	100	28
		Rural	45	12	57	11	10	21	36
6	Reconnection of supply after payment of dues.*	Urban	1125	444	1569	4	531	535	1034
		Rural	2451	272	2723	3	415	418	2305
7	Change of Name		7992	105482	113474	102877	440	103317	10157
8	Change of category		1968	8163	10131	7900	630	8530	1601
9	Fuse off call	Urban	3614	353415	357029	267355	86980	354335	2694
		Rural	1852	85469	87321	75007	11074	86081	1240
10	Break down of Over head Line	Urban	3	269	272	191	76	267	5
		Rural	27	529	556	409	100	509	47
11	Underground Cable fault / Bus Riser Fault	Urban	28	559	587	443	130	573	14
		Rural	4	151	155	128	17	145	10
12	Transformer and Associated Switchgear Failure	Urban	97	460	557	95	423	518	39
		Rural	545	960	1505	228	1113	1341	164
13	Meter Reading		1010	14336	15346	13983	186	14169	1177
14	Replacement of Faulty Meter	Urban	511	8217	8728	8122	78	8200	528
		Rural	708	5663	6371	5650	212	5862	509
15	Replacement of Burnt Meter	Urban	108	1737	1845	1104	609	1713	132
		Rural	199	1292	1491	867	432	1299	192
16	Billing Complaint		18881	370953	389834	373818	4440	378258	11576
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		537	24391	24928	18867	5732	24599	329
17(a)	Complaint of Voltage Variation-Local fault		184	9257	9441	7162	2152	9314	127
17(b)	Complaint of Voltage Variation-Net work		38	1999	2037	1441	553	1994	43
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		315	13135	13450	10264	3027	13291	159

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 (Dec-25 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	17542826	01-03-25	508807001811	amruta prakash kale & 1194 others	NEW SERVICE CONNECTION & Others		-154006	-

Total Consumer - 1195	Amount- 1,54,006
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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 Dec-25 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)	1974296	244888	2219184	390823	1825831

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-2025)

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	4801090	3102739	2195	1698351	0	18760	1679591	3123694	4803285

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 (Dec-25 Quarter)
(1) System Average Interruption Duration Index (SAIDI)

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)	Dec-2025 Quarter SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	July-25	53718549	1675914	26869832	2832825154	105.43
2	Aug-25	76005941	2499278	26959652	4372456436	162.19
3	Sep-25	69603855	2378657	27041134	3744265585	138.47
	Total	199328345	6553849	80870618	10949547175	135.40

(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	July-25	53718549	53718549	26869832	2.00
2	Aug-25	76005941	76005941	26959652	3.00
3	Sep-25	69603855	69603855	27041134	2.57
	Total	202875290	202875290	80046683	2.46

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-25	105.43	2.00	52.73
2	Aug-25	162.19	2.82	57.53
3	Sep-25	138.47	2.57	53.79
	Total	135.40	2.46	54.93

(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	July-25	62028	4920337	4920337	79.32
2	Aug-25	59255	5853397	5853397	98.78
3	Sep-25	51784	5395838	5395838	80.87
	Total	173384	14172636	14172636	81.74

Note:-

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