

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-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	296	62110	62406	61077	244	61321	1085
		Rural	313	25700	26013	25213	205	25418	595
2	New connection / add. Load where supply from existing line.		65808	226871	292679	213298	49590	262888	29791
3	New connection / add. Load where supply after extension / augmentation.		78945	81193	160138	80741	7686	88427	71711
4	New connection / add. Load where supply after commissioning of sub-station.		255	339	594	9	0	9	585
5	Shifting of Meter / service line	Urban	48	68	116	22	40	62	54
		Rural	39	45	84	21	18	39	45
6	Reconnection of supply after payment of dues.*	Urban	1085	3560	4645	64	3358	3422	1223
		Rural	2441	2000	4441	42	1759	1801	2640
7	Change of Name		9780	100876	110656	101004	960	101964	8692
8	Change of category		3624	8901	12525	8109	1766	9875	2650
9	Fuse off call	Urban	2839	716750	719609	567559	148563	716122	3487
		Rural	1066	177151	178217	159542	16688	176230	1987
10	Break down of Over head Line	Urban	2	457	459	346	110	456	3
		Rural	5	721	726	608	95	703	23
11	Underground Cable fault / Bus Riser Fault	Urban	12	1216	1228	976	233	1209	19
		Rural	2	279	281	254	22	276	5
12	Transformer and Associated Switchgear Failure	Urban	10	1845	1855	717	1038	1755	100
		Rural	21	1346	1367	628	573	1201	166
13	Meter Reading		996	25549	26545	24397	452	24849	1696
14	Replacement of Faulty Meter	Urban	383	12033	12416	11733	82	11815	601
		Rural	462	8507	8969	8380	76	8456	513
15	Replacement of Burnt Meter	Urban	99	3066	3165	2402	639	3041	124
		Rural	162	2506	2668	1813	654	2467	201
16	Billing Complaint		8476	277286	285762	272687	2944	275631	10131
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		371	46049	46420	34550	11194	45744	676
17(a)	Complaint of Voltage Variation-Local fault		125	14213	14338	10746	3360	14106	232
17(b)	Complaint of Voltage Variation-Net work		33	1747	1780	1295	444	1739	41
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		213	30089	30302	22509	7390	29899	403

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-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)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	.(9)
1	17865204	03-06-25	493020953159	COSMO GLOBAL FILMS PVT LTD & 7551 others	NEW SERVICE CONNECTION & others		-1068513	-

Total No of Consumer - 7552	Amount -10,68,513
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Link for detailed list quarter wise	https://docs.google.com/spreadsheets/d/1zPsEcuRI9QZWliTNsXok-dzbGrY-NIm/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 (June-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)	2281839	333255	2615094	355275	2259819

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 Jun-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	MSDCL	4799279	3084265	2089	1715014	0	8723	1706291	3095077	4801368

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

June-2025 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	Apr-25	83627873	4057563	26276565	5280621925	200.96
2	May-25	121693236	3651600	26386609	5403624786	204.79
3	June-25	66441519	2797593	26490178	3378054833	127.52
	Total	271762628	10506756	79153352	14062301544	177.66

(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	Apr-25	83627873	83627873	26276565	3.18
2	May-25	121693236	121693236	26386609	4.61
3	June-25	66441519	66441519	26490178	2.51
	Total	271762628	271762628	79153352	3.43

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Apr-25	200.96	3.18	63.14
2	May-25	204.79	4.61	44.40
3	June-25	127.52	2.51	50.84
	Total	177.66	3.43	51.74

(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	Apr-25	68412	5859903	5859903	85.66
2	May-25	72089	5548203	5548203	76.96
3	June-25	67858	5179668	5179668	76.33
	Total	208359	16587774	16587774	79.61

Note:-

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