

Annexure - III
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (March-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	170	50306	50476	49718	194	49912	564
		Rural	268	21976	22244	21720	154	21874	370
2	New connection / add. Load where supply from existing line.		48201	254418	302619	203436	38352	241788	60831
3	New connection / add. Load where supply after extension / augmentation.		70667	72689	143356	60981	6854	67835	75521
4	New connection / add. Load where supply after commissioning of sub-station.		131	245	376	90	0	90	286
5	Shifting of Meter / service line	Urban	29	83	112	29	35	64	48
		Rural	33	48	81	25	17	42	39
6	Reconnection of supply after payment of dues.*	Urban	3204	1966	5170	157	3928	4085	1085
		Rural	3725	2044	5769	122	3206	3328	2441
7	Change of Name		9206	106446	115652	105190	925	106115	9537
8	Change of category		3570	14137	17707	12162	2026	14188	3519
9	Fuse off call	Urban	1050	259529	260579	214769	42951	257720	2859
		Rural	366	53837	54203	49536	3601	53137	1066
10	Break down of Over head Line	Urban	0	170	170	140	28	168	2
		Rural	2	240	242	208	29	237	5
11	Underground Cable fault / Bus Riser Fault	Urban	9	673	682	540	130	670	12
		Rural	4	160	164	153	9	162	2
12	Transformer and Associated Switchgear Failure	Urban	5	412	417	238	169	407	10
		Rural	18	396	414	267	126	393	21
13	Meter Reading		728	25770	26498	25466	36	25502	996
14	Replacement of Faulty Meter	Urban	297	12471	12768	12372	13	12385	383
		Rural	524	13405	13929	13407	60	13467	462
15	Replacement of Burnt Meter	Urban	60	2535	2595	1949	547	2496	99
		Rural	195	2633	2828	1757	909	2666	162
16	Billing Complaint		10498	384302	394800	384139	2185	386324	8476
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		149	16183	16332	12843	3118	15961	371
17(a)	Complaint of Voltage Variation-Local fault		54	6040	6094	4820	1149	5969	125
17(b)	Complaint of Voltage Variation-Net work		12	1117	1129	854	242	1096	33
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		83	9026	9109	7169	1727	8896	213

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 (March 25 Quarter)

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (March-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	17544535	01-03-25	494100661074	NANDU MANOHAR GARUTE & 17730 others	NEW SERVICE CONNECTION & Others		-3414355	-

Total No of Consumer - 17731	Amount -34,14,355
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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 (March-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)	2405358	313400	2718758	436919	2281839

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 toMar-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	4793629	3075052	5846	1718577	0	3537	1715040	3084435	4799475

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

March-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	Jan-25	52257136	5792956	26261940	3430474482	130.63
2	Feb-25	62295954	2313114	26382231	3530880864	133.84
3	Mar-25	67063956	2872345	26312246	4043082992	153.66
	Total	181617046	10978415	78956417	11004438338	139.37

(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	Jan-25	52257136	52257136	26261940	1.99
2	Feb-25	62295954	62295954	26382231	2.36
3	Mar-25	67063956	67063956	26312246	2.55
	Total	181617046	181617046	78956417	2.30

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Jan-25	130.63	1.99	65.65
2	Feb-25	133.84	2.36	56.68
3	Mar-25	153.66	2.55	60.29
	Total	139.37	2.30	60.59

(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	Jan-25	47218	4952856	4952856	104.89
2	Feb-25	48667	4832190	4832190	99.29
3	Mar-25	56285	4782392	4782392	84.97
	Total	152170	14567438	14567438	95.73

Note:-

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