

Annexure - III
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee Mar-26 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	464	44786	45250	42967	521	43488	1762
		Rural	919	12885	13804	13151	313	13464	340
2	New connection / add. Load where supply from existing line.		25963	250433	276396	225527	15205	240732	35664
3	New connection / add. Load where supply after extension / augmentation.		29043	64633	93676	66968	5616	72584	21092
4	New connection / add. Load where supply after commissioning of sub-station.		21	148	169	128	0	128	41
5	Shifting of Meter / service line	Urban	28	19	47	13	7	20	27
		Rural	36	9	45	4	7	11	34
6	Reconnection of supply after payment of dues.*	Urban	1034	360	1394	3	366	369	1025
		Rural	2305	313	2618	7	298	305	2313
7	Change of Name		7177	128250	135427	123783	263	124046	11381
8	Change of category		1350	10603	11953	9735	483	10218	1735
9	Fuse off call	Urban	2694	308562	311256	233992	66975	300967	10289
		Rural	1240	70639	71879	56820	10861	67681	4198
10	Break down of Over head Line	Urban	5	213	218	142	64	206	12
		Rural	47	281	328	207	76	283	45
11	Underground Cable fault / Bus Riser Fault	Urban	14	503	517	363	119	482	35
		Rural	10	119	129	100	16	116	13
12	Transformer and Associated Switchgear Failure	Urban	39	422	461	73	288	361	100
		Rural	164	478	642	126	389	515	127
13	Meter Reading		1177	10329	11506	9787	461	10248	1258
14	Replacement of Faulty Meter	Urban	528	5991	6519	5645	197	5842	677
		Rural	509	5131	5640	4670	262	4932	708
15	Replacement of Burnt Meter	Urban	132	1615	1747	826	508	1334	413
		Rural	192	1059	1251	604	305	909	342
16	Billing Complaint		11576	408499	420075	406050	4502	410552	9523
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		329	18611	18940	13556	4273	17829	1111
17(a)	Complaint of Voltage Variation-Local fault		127	7001	7128	5261	1512	6773	355
17(b)	Complaint of Voltage Variation-Net work		43	1608	1651	1139	397	1536	115
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		159	10002	10161	7156	2364	9520	641

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 (Mar-26 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	N NEW SERVICE CONNECTION & Others		-320342	-

Total Consumer - 2503	Amount -3,20,342
-----------------------	------------------

Link for detailed list quarter wise	https://docs.google.com/spreadsheets/d/1zPsEcuRI9QZVvliTNsXok-dzbGrY-Nlm/edit?usp=sharing&ouid=105062557566531306445&rtpof=true&sd=true
-------------------------------------	---

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 (Mar-26 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)	1828680	217389	2046069	363625	1682444

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 Mar-2026)

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	4803073	3123482	288	1679591	0	12126	1667465	3135896	4803361

Note: Above reports are prepared based on the data provided by the field offices which are subjected to subsequent corrections, if any.

MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO. LTD.

Annexure- VII

Performance Report regarding Reliability Indices

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (Qtr Mar-2026)

(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 argi. Feeders)	SAIDI = (6)/(5) (In minutes)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Jan-26	54289984	2137988	27093187	3092233419	114.13
2	Feb-26	38768555	1791050	27142825	2815560337	103.73
3	Mar-26	47718076	2169432	27229896	4047233501	148.63
	Total	140776615	6098470	81465908	9955027257	122.20

(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	Jan-26	54289984	54289984	27093187	2.00
2	Feb-26	38768555	38768555	27142825	1.43
3	Mar-26	47718076	47718076	27229896	1.75
	Total	140776615	140776615	81465908	1.73

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	(CAIDI)
(1)	(2)	(3)	(4)	(5) = (3)/(4)
1	Jan-26	114.13	2.00	56.96
2	Feb-26	103.73	1.43	72.62
3	Mar-26	148.63	1.75	84.82
	Total	122.20	1.73	70.72

(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumer

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri = Restoration time for each interruption event on HT Consumer	Sum (Ri*Ni) for all HT consumer	(CAIDI)
(1)	(2)	(3)	(4)	(5)	(6) = (5)/(3)
1	Jan-26	53176	5023755	5023755	94.47
2	Feb-26	53094	4991669	4991669	94.02
3	Mar-26	61317	4708245	4708245	76.79
	Total	167587	14723669	14723669	87.86

Note:-

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