

Annexure - III
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (September-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	27	36491	36518	35836	36	35872	646
		Rural	2271	20710	22981	19877	1992	21869	1112
2	New connection / add. Load where supply from existing line.		50617	259477	310094	232790	23913	256703	53391
3	New connection / add. Load where supply after extension / augmentation.		107929	49526	157455	35735	11281	47016	110439
4	New connection / add. Load where supply after commissioning of sub-station.		2547	3183	5730	18	0	18	5712
5	Shifting of Meter / service line	Urban	19	59	78	24	32	56	22
		Rural	9	35	44	21	6	27	17
6	Reconnection of supply after payment of dues.*	Urban	1108	2359	3467	117	2376	2493	974
		Rural	1321	2125	3446	97	2040	2137	1309
7	Change of Name		10285	96380	106665	95653	2199	97852	8813
8	Change of category		3692	10083	13775	8975	1541	10516	3259
9	Fuse off call	Urban	3530	611691	615221	505650	108400	614050	1171
		Rural	1767	140133	141900	133757	7646	141403	497
10	Break down of Over head Line	Urban	0	482	482	398	84	482	0
		Rural	8	360	368	324	36	360	8
11	Underground Cable fault / Bus Riser Fault	Urban	9	1310	1319	1067	242	1309	10
		Rural	7	318	325	299	20	319	6
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		656	26911	27567	27063	9	27072	495
14	Replacement of Faulty Meter	Urban	343	13888	14231	13975	0	13975	256
		Rural	367	9361	9728	9462	12	9474	254
15	Replacement of Burnt Meter	Urban	105	3681	3786	2957	760	3717	69
		Rural	156	3111	3267	2294	866	3160	107
16	Billing Complaint		7253	303521	310774	302463	1632	304095	6679
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		392	38778	39170	31888	7166	39054	116
17(a)	Complaint of Voltage Variation-Local fault		122	12860	12982	10543	2399	12942	40
17(b)	Complaint of Voltage Variation-Net work		12	1574	1586	1238	337	1575	11
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		258	24344	24602	20107	4430	24537	65

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 (September 24 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	16361321	01-07-24	117751220671	VINOD JAWAHARLAL LALVANI	Change in Name,		-57	09-08-24

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 (September-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)	2294821	325438	2620259	256223	2364036

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 Return to be submitted to the Commission by the Distribution Licensee (September-24 Quarter)

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	4770723	3049999	13609	1720724	4	238	1720490	3063846	4784336

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 (September-24 Quarter)

(1) System Average Interruption Duration Index (SAIDI)

September 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	July-24	39803177	2099634	25867755	3307783612	127.87
2	August-24	132909914	2828319	25955644	5114787562	197.06
3	September-24	140784344	3443541	26031437	4972132748	191.00
	Total	313497435	8371494	77854836	13394703922	172.05

(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	July-24	39803177	39803177	25867755	1.54
2	August-24	132909914	132909914	25955644	5.12
3	September-24	140784344	140784344	26031437	5.41
	Total	313497435	313497435	77854836	4.03

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-24	127.87	1.54	83.10
2	August-24	197.06	5.12	38.48
3	September-24	191.00	5.41	35.32
	Total	172.05	4.03	42.73

(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-24	70518	5289578	5289578	75.01
2	August-24	71332	5312441	5312441	74.47
3	September-24	69294	5482286	5482286	79.12
	Total	211144	16084305	16084305	76.18

Note:-

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