

Annexure - III
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Sept-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	645	73644	74289	71617	643	72260	2029
		Rural	421	31256	31677	30589	367	30956	721
2	New connection / add. Load where supply from existing line.		30475	204428	234903	201322	14880	216202	18701
3	New connection / add. Load where supply after extension / augmentation.		31603	103494	135097	98883	7305	106188	28909
4	New connection / add. Load where supply after commissioning of sub-station.		492	566	1058	473	0	473	585
5	Shifting of Meter / service line	Urban	54	62	116	9	30	39	77
		Rural	45	33	78	19	14	33	45
6	Reconnection of supply after payment of dues.*	Urban	1223	2061	3284	29	2130	2159	1125
		Rural	2640	1259	3899	24	1424	1448	2451
7	Change of Name		8308	112105	120413	111703	424	112127	8286
8	Change of category		2260	13808	16068	12932	940	13872	2196
9	Fuse off call	Urban	3487	560628	564115	463240	97261	560501	3614
		Rural	1987	128789	130776	116629	12295	128924	1852
10	Break down of Over head Line	Urban	3	406	409	338	68	406	3
		Rural	23	584	607	467	113	580	27
11	Underground Cable fault / Bus Riser Fault	Urban	19	1165	1184	969	187	1156	28
		Rural	5	226	231	214	13	227	4
12	Transformer and Associated Switchgear Failure	Urban	100	1259	1359	505	757	1262	97
		Rural	166	1564	1730	453	732	1185	545
13	Meter Reading		1696	30452	32148	30945	193	31138	1010
14	Replacement of Faulty Meter	Urban	601	16495	17096	16541	44	16585	511
		Rural	513	13520	14033	13201	124	13325	708
15	Replacement of Burnt Meter	Urban	124	3666	3790	2995	687	3682	108
		Rural	201	3004	3205	2242	764	3006	199
16	Billing Complaint		10131	509869	520000	497601	3518	501119	18881
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		676	41118	41794	32545	8712	41257	537
17(a)	Complaint of Voltage Variation-Local fault		232	14145	14377	11181	3012	14193	184
17(b)	Complaint of Voltage Variation-Net work		41	2059	2100	1584	478	2062	38
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		403	24914	25317	19780	5222	25002	315

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 (Sept-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	17622401	19-03-25	490010127006	SHRI AZIZ AHMAD & 6552 others	Average Billing more than 2 time in Financial year & others		-905104	-

Total No of Consumer - 6685	Amount -9,05,104
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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 (Sept-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)	2259819	260207	2520026	545730	1974296

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 Sep-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	4801149	3094879	75	1706270	0	7911	1698359	3102865	4801224

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

Sept-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	July-25	41700643	1636383	26590794	2304625337	86.67
2	Aug-25	79922065	2626636	26683154	4177373361	156.55
3	Sep-25	81252582	3236821	26772735	4548355650	169.89
	Total	202875290	7499840	80046683	11030354348	137.80

(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	41700643	41700643	26590794	1.57
2	Aug-25	79922065	79922065	26683154	3.00
3	Sep-25	81252582	81252582	26772735	3.03
	Total	202875290	202875290	80046683	2.53

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-25	86.67	1.57	55.27
2	Aug-25	156.55	3.00	52.27
3	Sep-25	169.89	3.03	55.98
	Total	137.80	2.53	54.37

(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	60437	4965519	4965519	82.16
2	Aug-25	56683	4657178	4657178	82.16
3	Sep-25	56264	4549939	4549939	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.