

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Jun-2014)

Sr. No.	SOP Regulation 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	f = d+e	g	h	I = g+h	j = f-i
1	4.3	New connection inspection of premises.	MSEDCL	212811	312136	524947	190151	124920	315071	209876
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	139548	312136	451684	240167	54976	295143	156541
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	6897	5114	12011	1391	3141	4532	7479
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	205803	274664	480467	180003	85471	265474	214993
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	5902	3426	9328	775	844	1619	7709
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	68	735	803	722	1	723	80
7	4.12	Shifting of Meter / service line.	MSEDCL	20	3659	3679	3562	85	3647	32
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	202	28262	28464	28020	422	28442	22
9	4.13	Change of Name	MSEDCL	0	54398	54398	54398	0	54398	0
10	4.13	Change of category	MSEDCL	0	31987	31987	31987	0	31987	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	599	12540	13139	5005	6157	11162	1977
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	34	573	607	405	89	494	113
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	7	1227	1234	1227	0	1227	7
14	6.1	Fuse off call	MSEDCL	1812	202360	204172	172784	21961	194745	9427
15	6.2	Break down of Over head line	MSEDCL	22	220	242	60	137	197	45
16	6.3	Underground Cable fault	MSEDCL	11	110	121	13	62	75	46
17	6.4	Transformer Failure	MSEDCL	163	1172	1335	396	472	868	467
18	7.2	Meter Reading	MSEDCL	3957	4047	8004	2777	413	3190	4814
19	7.3	Replacement of Faulty Meter	MSEDCL	2607	2828	5435	1566	892	2458	2977
20	7.4	Replacement of Burnt Meter	MSEDCL	451	1410	1861	239	740	979	882
21	7.6 , 7.7	Billing Complaint	MSEDCL	12600	27139	39739	22883	740	23623	16116

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

Annexure - II
Report of Individual Complaints where Compensation has been paid
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Jun-2014)

Div/ Circle/ Zone	Sr. No.	Complaint No.	Date of Filing the Complaint	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)
Buldhana	1	CGRF 69/2014	05.05.2014		Sau Deokabai Madhukar Pagrut	Transformer failure / Delay to restore Ag pump supply.		2000.00	28.06.2014
Nagpur (U)	2	81/2014	05.04.2014	-	Shri. Haji Moh. Aslam Valad Haji Fajul Rahim, Plot. No. 32, Suryanagar NIT Garden, Kapsi, Mahalagaon, Maouda, Dist. Nagpur	New connection/add. Load where supply after extension/augmentation.	4.8	5600	30.05.2014
Nagpur (U)	3	117/2014	08.05.2014	-	Shri. Hansdas Undruji Ukkey, Chandramani Nagar, Road No. 06, Dist. Nagpur	Intimation of charges where supply to dedicated or after extension/augmentation	4.5 & 4.6	1900	30.06.2014
Nagpur (U)	4	-	-	-	Smt Indumati M.Dhapodkar	Intimation of charges where supply from existing lines	4.4	4800	30.06.2014

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Annexure - III
Report of action on Faulty Meters (1 Phase / 3 Phase)
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Jun-2014)

Sr. No.	Name of the Distribution Licensee	Reference Standard of Performance	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 the end of the Quarter (Nos.)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
	MSEDCL		994165	127286	1121451	87846	1033605

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Annexure- IV
Performance Report regarding Reliability Indices
Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee
(1) System Average Interruption Duration Index (SAIDI)

June 14 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 argi. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	April-14	14680394	1711227	15923135	1780896147	111.84
2	May-14	14725827	1916262	16223809	2546229268	156.94
3	June-14	12110468	1561664	16180225	2469539900	152.63
	Total	41516689	5189153	48327169	6796665315	140.64

(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	April-14	14680394	32798875	15923135	2.06
2	May-14	14725827	33905732	16223809	2.09
3	June-14	12110468	27520338	16180225	1.70
	Total	41516689	94224945	48327169	1.95

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-14	111.84	2.06	54.30
2	May-14	156.94	2.09	75.10
3	June-14	152.63	1.70	89.74
	Total	140.64	1.95	72.13

Note:-

The Indices provided herein are computed based on the data provided by the field offices which is subjected to subsequent corrections if any.