

**Annexure - I**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (September-2015)**

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	222432	268289	490721	190311	101951	292262	198459
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	227208	268289	495497	232026	43567	275593	219904
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	4525	1874	6399	1491	2929	4420	1979
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	309974	215702	525676	90747	42379	133126	392550
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	17581	3727	21308	403	789	1192	20116
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	3	1602	1605	1582	0	1582	23
7	4.12	Shifting of Meter / service line.	MSEDCL	38	3779	3817	3744	20	3764	53
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	1172	46207	47379	46577	18	46595	784
9	4.13	Change of Name	MSEDCL	0	63065	63065	63065	0	63065	0
10	4.13	Change of category	MSEDCL	0	22794	22794	22794	0	22794	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	3955	18157	22112	11154	6296	17450	4662
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	293	875	1168	626	221	847	321
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	26	703	729	659	4	663	66
14	6.1	Fuse off call	MSEDCL	28135	271449	299584	209382	46783	256165	43419
15	6.2	Break down of Over head line	MSEDCL	81	115	196	16	90	106	90
16	6.3	Underground Cable fault	MSEDCL	131	253	384	46	212	258	126
17	6.4	Transformer Failure	MSEDCL	1005	1313	2318	367	790	1157	1161
18	7.2	Meter Reading	MSEDCL	20087	11019	31106	4626	431	5057	26049
19	7.3	Replacement of Faulty Meter	MSEDCL	8539	4634	13173	1551	930	2481	10692
20	7.4	Replacement of Burnt Meter	MSEDCL	2516	2541	5057	655	1437	2092	2965
21	7.6 , 7.7	Billing Complaint	MSEDCL	54514	35257	89771	18058	589	18647	71124

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 (Sept-2015)**

Div/ Circle/ Zone	Sr. No.	Complaint No.	Date of Filing the Complaint	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)	.(5)	.(6)	.(7)	.(8)	.(9)
Wardha	1	26/2015	-	Shri. Namdeo Tukaram Uikey	Delay in Giving New Electric connection	4	20000	23/07/2015
	2	02/2015	-	Shri Pandurang Waman Lohkare		4	29800	23/07/2015
	3	14/2013	-	Shri. Namsevroao Ughade		4	4100	08/11/2015
	4	03/2013	-	Shri Bhugang Narayan Bhat		4	10200	08/11/2015
	5	20/2012	-	Shri Gajanan Vithoba Zade		4	10100	08/11/2015
Nagpur Rural Circle	6	CGRF (NUZ) 88/2014	04.09.2014	Shri. Mohan W Kawalkar Vlg Kharbadi	Dealy to release of Connection	4	2400	31/07/2015
	7	CGRF (NUZ) 068/2015	20.03.2015	Shri. Namdev B Kale	Dealy in issuing of demand	4	1000	24/07/2015

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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 (Sept-2015)**

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	7.3	934069	105446	1039515	122172	917343

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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)**

September 15 Quarter

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i <sup>th</sup> feeder	Ri = Restoration time for each interruption event on i <sup>th</sup> feeder	Nt = Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding argi. Feeders)	SAIDI = (6)/(5)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	July-15	7401609	788151	15910676	2285138098	143.62
2	August-15	7338628	748729	15462718	2311934562	149.52
3	September-15	6946748	768501	15450634	1994362382	129.08
	<b>Total</b>	21686985	2305381	46824028	6591435042	140.77

**(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)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	July-15	7401609	22802009	15910676	1.43
2	August-15	7338628	23000166	15462718	1.49
3	September-15	6946748	21161898	15450634	1.37
	<b>Total</b>	21686985	66964073	46824028	1.43

**(3) Customer Average Interruption Duration Index (CAIDI)**

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	July-15	143.62	1.43	100.22
2	August-15	149.52	1.49	100.52
3	September-15	129.08	1.37	94.24
	<b>Total</b>	140.77	1.43	98.43

Note:-

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