

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Sept -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	209876	291856	501732	176174	118215	294389	207343
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	156541	291856	448397	220585	51730	272315	176082
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	7479	4823	12302	1272	3703	4975	7327
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	214993	256603	471596	175266	88167	263433	208163
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	7709	4090	11799	592	1384	1976	9823
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	80	39296	39376	39376	0	39376	0
7	4.12	Shifting of Meter / service line.	MSEDCL	32	3115	3147	3144	3	3147	0
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	22	20980	21002	21002	0	21002	0
9	4.13	Change of Name	MSEDCL	0	52519	52519	52519	0	52519	0
10	4.13	Change of category	MSEDCL	0	27143	27143	27143	0	27143	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	1977	17119	19096	7833	8542	16375	2721
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	113	962	1075	815	109	924	151
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	7	692	699	699	0	699	0
14	6.1	Fuse off call	MSEDCL	9427	265260	274687	212228	45705	257933	16754
15	6.2	Break down of Over head line	MSEDCL	45	198	243	54	146	200	43
16	6.3	Underground Cable fault	MSEDCL	46	295	341	102	162	264	77
17	6.4	Transformer Failure	MSEDCL	467	1794	2261	738	831	1569	692
18	7.2	Meter Reading	MSEDCL	4814	7851	12665	4829	518	5347	7318
19	7.3	Replacement of Faulty Meter	MSEDCL	2977	4942	7919	2202	1515	3717	4202
20	7.4	Replacement of Burnt Meter	MSEDCL	882	2293	3175	679	1206	1885	1290
21	7.6 , 7.7	Billing Complaint	MSEDCL	16116	55609	71725	46258	785	47043	24682

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-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)
Akola	1	CGRF 93/2014	26.6.14	-	P.L.Jaybhay	Delay of Ag Pump F.Q.		2600.00	11.09.2014
Nagpur (U)	2	-	-	-	Mohan Wamanrao Kawalkar	Intimation of charges where supply from existing lines	4.4	4800	11.07.2014
Wardha	3	05/2014	01-09-2014	-	Shri.Rambhau G.Chafale, at Vg.Antargaon	Delay in Giving New Electric Connection		Rs.7800/-vide Cheque No.596989	31.07.2014
Wardha	4	01/2014	01-09-2014	-	Shri.Ramesh M.Virutkar, at Vg. Murpad	Delay in Giving New Electric Connection		Rs.9100/-vide Cheque No.596990	31.07.2014
Wardha	5	07/2014	20/01/2014	-	Shri.Dinesh T.Naranje, at Vg. Antargaon	Delay in Giving New Electric Connection		Rs.11600/-vide Cheque No.596991	31.07.2014
Wardha	6	30/2014	13/03/2014	-	Smt.Shantabai M.Balkhande at Vg. Pimpalgaon	Delay in Giving New Electric Connection		Rs.11800/-vide Cheque No.596992	31.07.2014
Wardha	7	22/2014	03-10-2014	-	Shri. Gajanan T. Raut, at Vg.Pimpalgaon	Delay in Giving New Electric Connection		Rs.8600/-vide Cheque No.596993	31.07.2014
Wardha	8	23/2014	03-10-2014	-	Shri. Gajanan U. Wanjari, at Vg.Kajalsara	Delay in Giving New Electric Connection		Rs.4900/-vide Cheque No.596994	31.07.2014
Wardha	9	24/2014	03-10-2014	-	Shri. Gajanan M. Naik, at Vg.Arvi	Delay in Giving New Electric Connection		Rs.9900/-vide Cheque	31.07.2014
Wardha	10	29/2014	13/3/2014	-	Shri. Wasudeo Kannake, at Vg.Seloo	Delay in Giving New Electric Connection		Rs.9500/-vide Cheque No.596996	31.07.2014
Wardha	11	21/2014	03-10-2014	-	Smt.Sulochana Gote at Vg. Kachangaon	Delay in Giving New Electric Connection		Rs.4500/-vide Cheque No.596997	31.07.2014
Wardha	12	20/2014	03-10-2014	-	Shri. Deorao T. Balkhande, at Vg. Murpad	Delay in Giving New Electric Connection		Rs.5500/-vide Cheque No.596998	31.07.2014
Wardha	13	16/2014	03-06-2014	-	Shri. Dyaneshw2ar M. Kalwade, at Vg. Pimpalgaon	Delay in Giving New Electric Connection		Rs.8000/-vide Cheque No.596999	31.07.2014
Wardha	14	17/2014	03-06-2014	-	Shri. Kishore L.Agade, at Vg. Satefal.	Delay in Giving New Electric Connection		Rs.9500/-vide Cheque No.597000	31.07.2014
Wardha	15	14/2014	03-06-2014	-	Shri. Yogesh B. Yede, at Vg.Dondula.	Delay in Giving New Electric Connection		Rs.1800/-vide Cheque No.597001	31.07.2014
Wardha	16	25/2014	03-10-2014	-	Shri. Gangadhar N. Thool, at Vg. Takli.	Delay in Giving New Electric Connection		Rs.16800/-vide Cheque No.597002	31.07.2014

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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 (Sept -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		1033605	145844	1179449	110124	1069325

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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)

Sept 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	July-14	12993332	1620126	17009917	2443312167	143.64
2	August-14	13962687	1903720	17627781	2253782775	127.85
3	September-14	12370129	1886162	16727169	1667236079	99.67
	Total	39326148	5410008	51364867	6364331021	123.90

(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-14	12993332	33300986	17009917	1.96
2	August-14	13962687	31877087	17627781	1.81
3	September-14	12370129	24336491	16727169	1.45
	Total	39326148	89514564	51364867	1.74

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-14	143.64	1.96	73.37
2	August-14	127.85	1.81	70.70
3	September-14	99.67	1.45	68.51
	Total	123.90	1.74	71.10

Note:-

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