

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (March-2016)

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	236096	346040	582136	223207	126804	350011	232125
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	231276	346040	577316	289595	54318	343913	233403
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	3873	5054	8927	3441	3098	6539	2388
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	278463	324709	603172	204071	94333	298404	304768
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	21179	6329	27508	1131	3497	4628	22880
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	10	5097	5107	5060	38	5098	9
7	4.12	Shifting of Meter / service line.	MSEDCL	48	5100	5148	5089	27	5116	32
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	1552	88220	89772	88046	12	88058	1714
9	4.13	Change of Name	MSEDCL	0	24739	24739	24739	0	24739	0
10	4.13	Change of category	MSEDCL	0	19019	19019	19019	0	19019	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	4344	9653	13997	3499	7616	11115	2882
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	370	618	988	325	431	756	232
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	59	6969	7028	6992	4	6996	32
14	6.1	Fuse off call	MSEDCL	34917	170981	205898	85524	100010	185534	20364
15	6.2	Break down of Over head line	MSEDCL	89	88	177	14	92	106	71
16	6.3	Underground Cable fault	MSEDCL	92	206	298	48	156	204	94
17	6.4	Transformer Failure	MSEDCL	1240	791	2031	197	981	1178	853
18	7.2	Meter Reading	MSEDCL	28600	12175	40775	2223	18392	20615	20160
19	7.3	Replacement of Faulty Meter	MSEDCL	10693	3373	14066	344	6787	7131	6935
20	7.4	Replacement of Burnt Meter	MSEDCL	2271	1721	3992	162	2104	2266	1726
21	7.6 , 7.7	Billing Complaint	MSEDCL	80311	32446	112757	6766	55825	62591	50166

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 (March-2016 Qtr)

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)
Amravati Urban	1	817	21.11.15	Smt. Pushpa S. Bijwe	NSC	4.7	15300	25.1.2016
Akola Circle	2	01.07.2015	Jan-15	Tapadiya Stone Crusher Borgaon manju	Regarding S.D. with Intt.	7.6	31332	20.01.2016
	3	Jul-15	Feb-15	Sau. Sankutalabai Keshao Gawande At. Rajnda	AG Pulp Connection	4	23000	23.02.2016
	4	35/2015	Feb-15	Rajkumar R. Rathi, main Road Chohatta Bazar Ta Akot Dist Akola	NSC	4	1900	31.05.2016
	5	36/2015	Mar-15	Shri Vidyadhar P. Thokadive At Post Mundgaon Ta Akot Dist Akola	Billing and Other	7.2 & 7.6	52500	31.05.2016
Buldhana Circle	6	183/013	2013	Vasant Kachru Mane	Delay in release of AG Connection	4	8000	15.03.2016
Jalgaon Zone	7	3055328	23-Dec-15	Shri Supadu Vitthal Patil	Wrong Consumption	7.2	1122	07.01.2016
	8	3055369	23-Dec-15	Shri Khetasingh Motilal Turkhiya	Wrong Consumption	7.2	7442	07.01.2016
	9	3283306	08-Feb-16	Hiralal Gajanan Magare	Wrong Consumption	7.2	3343	12.02.2016
	10	3286530	08-Feb-16	Smt Lilabai Pundlik Marathe	Wrong Consumption	7.2	8723	12.02.2016
	11	3286854	08-Feb-16	The Divisional Controllar S T Stand	Wrong Consumption	7.2	5907	12.02.2016
	12	3286974	08-Feb-16	Gunibai Batesing Pavara	Wrong Consumption	7.2	994	12.02.2016
	13	3287050	08-Feb-16	Shri Shaikh Ajij Abdul Gani	Wrong Consumption	7.2	1478	12.02.2016
	14	3287099	08-Feb-16	Shri Purshottam Madhukar Chinchole	Wrong Consumption	7.2	2313.18	12.02.2016
	15	3287138	08-Feb-16	Pravain Narayan Shivade	Wrong Consumption	7.2	1407.49	12.02.2016
	16	3287346	08-Feb-16	Gorakh Ratan Patel	Wrong Consumption	7.2	3444.31	12.02.2016
	17	3352516	20-Feb-16	Shri Mansukhlal Jangalu Chavhan	Wrong Consumption	7.2	1538	05.03.2016
	18	3442177	04-Mar-16	Shri Vishvnath Narayan Kalal	Wrong Consumption	7.2	11871	05.03.2016
	19	3442193	04-Mar-16	Shri Mahendrakumar Manoharlal Jain	Wrong Consumption	7.2	18551	05.03.2016
	20	3442229	04-Mar-16	Shri Chotekhan Dilwarkhan	Wrong Consumption	7.2	11425	05.03.2016
21	3603779	23-Mar-16	Shri Tulsidas Mathur Patil	Wrong Consumption	7.2	3959	23.03.2016	
Hinganghat	22	71/2015	13-Jul-15	Shri Bharat K. Ladhi, Wadgaon	AG.	4	8800	30.01.2016
	23	54/2015	22-Jun-15	Shri Onkar M. Deshmukh, Mangrul	AG.	4	800	09.03.2016
	24	59/2015	22-Jun-15	Shri Rajendra G. Girade, Girad	AG.	4	18500	29.02.2016
	25	161/2015	09-Sep-15	Smt. Kalawati D. Girade, Girad	AG.	4	1200	30.01.2016
	26	162/2015	09-Sep-15	Shri Dharma R. Uikey, Dasoda	RL	4	30	30.01.2016
	27	74/2015	20-Jul-15	Smt Vanita R. Itankar, Wagholi	AG.	4	10400	30.01.2016
Dn1	28	25/2015	28.01.2015	M/s. Yashodhara Stone Crusher, Pachgaon Umred Road, Nagpur	Dispute of Bill	7.2 & 7.6	50000	30.01.2016
Katol	29	19/2015-16	26.08.2015	Shri Narendra S. Raut At Katol	Replacement of Service Wire	6.2	300	18.03.2016

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

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 (March-2016 Qtr)

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	906022	104284	1010306	265723	744583

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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)

March16 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	Januray-16	7919908	641317	8753748	1803018649	205.97
2	February-16	7451045	643753	8314889	1652750991	198.77
3	March-16	7801987	737138	8631778	1761334236	204.05
	Total	23172940	2022208	25700415	5217103876	203.00

(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	Januray-16	7919908	21713604	8753748	2.48
2	February-16	7451045	19382435	8314889	2.33
3	March-16	7801987	23614327	8631778	2.74
	Total	23172940	64710366	25700415	2.52

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	Januray-16	205.97	2.48	83.04
2	February-16	198.77	2.33	85.27
3	March-16	204.05	2.74	74.59
	Total	203.00	2.52	80.62

Note:-

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