

Annexure - I

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (December-2018)

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	363108	538059	901167	258374	231749	490123	411044
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	368851	538059	906910	351505	155121	506626	400284
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	5519	11480	16999	8131	3296	11427	5572
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	428540	484054	912594	329204	174842	504046	408548
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	55035	10239	65274	5213	4110	9323	55951
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	33	34366	34399	33929	110	34039	360
7	4.12	Shifting of Meter / service line.	MSEDCL	809	185	994	8	171	179	815
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	470	133907	134377	134226	13	134239	138
9	4.13	Change of Name	MSEDCL	1050	35228	36278	34310	143	34453	1825
10	4.13	Change of category	MSEDCL	1819	513	2332	65	271	336	1996
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	12760	8252	21012	687	7236	7923	13089
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	806	659	1465	174	406	580	885
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	10015	5141	15156	3445	2608	6053	9103
14	6.1	Fuse off call	MSEDCL	162342	185475	347817	43290	120987	164277	183540
15	6.2	Break down of Over head line	MSEDCL	1025	302	1327	18	227	245	1082
16	6.3	Underground Cable fault	MSEDCL	339	149	488	9	126	135	353
17	6.4	Transformer Failure	MSEDCL	3080	1485	4565	204	1130	1334	3231
18	7.2	Meter Reading	MSEDCL	76637	21685	98322	1390	14741	16131	82191
19	7.3	Replacement of Faulty Meter	MSEDCL	44641	15191	59832	356	9366	9722	50110
20	7.4	Replacement of Burnt Meter	MSEDCL	4236	1667	5903	91	1279	1370	4533
21	7.6 , 7.7	Billing Complaint	MSEDCL	208399	73668	282067	3941	54759	58700	223367

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 (December - 2018)

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)	Remarks
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	.(9)	
1	14 of 2018 CGRF	28-03-2018	318881518074	Shri Dinesh Shiram Deokar, At Belkhed, Tq- Telhara, Dist- Akola	Billing Complaint	7.2 & 7.6	108000	29-11-2018	
2	27 of 2018 Nagpur Ombudsman	17-05-2018	NA	Shri Purnaji Omkar Hage, At Village Eklara Banoda., Tq: Sangrampur, Dist - Buldhana.	Delay In Connection (Agricultural)	4	7070	Paid Vide Cheque No.559826 dtd.27.12.2018	
3	34 of 2018 CGRF	06-10-2018	290028581660	Shri Kisan Sukhdeo Kalaskar, At Post Pimpalgaon Kale, Tq- Jalgaon Jamod, Dist - Buldhana.	Delay In Connection (Agricultural)	4	2600	681872 22-11-2018	1600/- for delay in conn. 1000/- for cost of greivance
4	48 of 2018 Nagpur Ombudsman	19-07-2018	290030044141	Sau. Kusum Ganesh Vasule, C/o Shri Ganesh Govind Vasule, At & Post: Sungaon, Tahsil - Jalgaon Jamod, Dist. - Buldhana	Billing Complaint	7.2 & 7.6	50000	25.10.2018 & 14-12-2018	10000/- B-80 25.10.2018 20000/- B-80 25.10.2018 20000/- Chq No. 681910 14.12.2018
6	72 of 2018 CGRF	12-06-2018	397150004320	Shri Kawadu M Kalwade, Pimpalgaon (M), Hinganghat, Dist - Wardha.	Delay In Connection (Agricultural)	4	1900	Chq no.037767, Dt.31.10.2018	
7	36 of 2018 Nagpur Ombudsman	26-06-2018	396020601150	Shri Hiranjan M. Naukarkar, At & Post : Wagholi, Tahsil – Hinganghat, Dist. - Wardha.	Delay In restoraion of power supply	6	10000	Chq no.037768, Dt.31.10.2018	Harassment to consumer
8	42 of 2018 Nagpur Ombudsman	09-07-2018	397760005590	Shri Amol Purushottam Tandulkar, At & Post : Mangarul, Tahsil – Samudrapur, Dist. - Wardha	Delay In Connection (Agricultural)	4	8600	Chq no.037769, Dt.31.10.2018	

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Annexure - III

Report of action on Faulty Meters (1 Phase / 3 Phase)

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (December -2018)

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	1500543	338327	1838870	470410	1368460

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Annexure- IV

Performance Report regarding Reliability Indices

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (December-2018)

(1) System Average Interruption Duration Index (SAIDI)

December 18 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	October-18	40308855	759174	20961962	2168998406	103.47
2	November-18	32587142	603239	21055234	1817485482	86.32
3	December-18	28657193	569760	21184904	1624497630	76.68
	Total	101553190	1932173	63202100	5610981518	88.78

(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	October-18	40308855	40308855	20961962	1.92
2	November-18	32587142	32587142	21055234	1.55
3	December-18	28657193	28657193	21184904	1.35
	Total	101553190	101553190	63202100	1.61

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-18	103.47	1.92	53.81
2	November-18	86.32	1.55	55.77
3	December-18	76.68	1.35	56.69
	Total	88.78	1.61	55.25

Note:-

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