

Annexure - I

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (March-2019)

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	414868	433415	848283	242333	164968	407301	440982
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	427561	433415	860976	351263	102925	454188	406788
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	5088	10331	15419	7657	2490	10147	5272
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	410572	320349	730921	212428	168384	380812	350109
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	55887	8854	64741	4959	5167	10126	54615
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	360	40319	40679	40086	73	40159	520
7	4.12	Shifting of Meter / service line.	MSEDCL	815	198	1013	27	456	483	530
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	138	211241	211379	210967	10	210977	402
9	4.13	Change of Name	MSEDCL	1825	46761	48586	43725	272	43997	4589
10	4.13	Change of category	MSEDCL	1996	717	2713	153	942	1095	1618
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	13089	7467	20556	1281	11782	13063	7493
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	885	577	1462	209	696	905	557
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	9103	3510	12613	1554	6359	7913	4700
14	6.1	Fuse off call	MSEDCL	183540	160591	344131	39086	232013	271099	73032
15	6.2	Break down of Over head line	MSEDCL	1082	130	1212	19	913	932	280
16	6.3	Underground Cable fault	MSEDCL	353	163	516	22	277	299	217
17	6.4	Transformer Failure	MSEDCL	3231	1369	4600	236	2496	2732	1868
18	7.2	Meter Reading	MSEDCL	82191	16874	99065	1136	45863	46999	52066
19	7.3	Replacement of Faulty Meter	MSEDCL	50110	15470	65580	338	29397	29735	35845
20	7.4	Replacement of Burnt Meter	MSEDCL	4533	1371	5904	84	2775	2859	3045
21	7.6 , 7.7	Billing Complaint	MSEDCL	223367	61399	284766	3572	163599	167171	117595

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 - 2019)

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	27 of 2018 Nagpur Ombudsman	17-05-2018	290090004148	Shri Purnaji Omkar Hage, At Village Eklara Banoda., Tq: Sangrampur, Dist - Buldhana.	Delay In Connection (Agricultural)	4	2428	Paid Vide Cheque No.559826 dtd.27.12.2018	1) Rs 1885 paid vide Chq No. 559534 dtd 31.01.2019. 2) Rs 543 paid vide Chq No. 559575 dtd 12.02.2019.

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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 (March -2019)

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	1368460	363649	1732109	350561	1381548

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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 (March-2019)

(1) System Average Interruption Duration Index (SAIDI)

March 19 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	January-19	22096037	470747	21359733	1281002238	59.97
2	February-19	23897627	503202	21461832	1367031591	63.70
3	March-19	31521123	609412	21479604	1691799170	78.76
	Total	77514787	1583361	64301169	4339832999	67.49

(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	January-19	22096037	22096037	21359733	1.03
2	February-19	23897627	23897627	21461832	1.11
3	March-19	31521123	31521123	21479604	1.47
	Total	77514787	77514787	64301169	1.21

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January-19	59.97	1.03	57.97
2	February-19	63.70	1.11	57.20
3	March-19	78.76	1.47	53.67
	Total	67.49	1.21	55.99

Note:-

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