

**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-2021)**

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	275037	270131	545168	131577	83813	215390	329778
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	270775	270131	540906	162464	49036	211500	329406
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	16554	11412	27966	12297	10350	22647	5319
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	279001	188891	467892	67338	56425	123763	344129
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	108483	21152	129635	5305	10108	15413	114222
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	4149	27026	31175	27045	9	27054	4121
7	4.12	Shifting of Meter / service line.	MSEDCL	198	136	334	63	59	122	212
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	88	99331	99419	99019	100	99119	300
9	4.13	Change of Name	MSEDCL	184	42521	42705	39637	72	39709	2996
10	4.13	Change of category	MSEDCL	127	119	246	86	22	108	138
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	1288	20216	21504	7169	11929	19098	2406
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	38	487	525	378	73	451	74
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	285	5107	5392	4552	129	4681	711
14	6.1	Fuse off call	MSEDCL	11431	291338	302769	43718	233370	277088	25681
15	6.2	Break down of Over head line	MSEDCL	10	41	51	9	33	42	9
16	6.3	Underground Cable fault	MSEDCL	46	220	266	57	130	187	79
17	6.4	Transformer Failure	MSEDCL	148	827	975	335	429	764	211
18	7.2	Meter Reading	MSEDCL	7882	49070	56952	25267	20547	45814	11138
19	7.3	Replacement of Faulty Meter	MSEDCL	20723	31170	51893	9492	15479	24971	26922
20	7.4	Replacement of Burnt Meter	MSEDCL	1664	1649	3313	208	1188	1396	1917
21	7.6 , 7.7	Billing Complaint	MSEDCL	59693	380048	439741	112575	258103	370678	69063

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 - 2021)**

<b>Sr. No.</b>	<b>Complaint No.</b>	<b>Date of Filing the Complaint</b>	<b>Consumer No</b>	<b>Name &amp; Address of Consumer</b>	<b>Nature of Complaint</b>	<b>Reference Standard of Performance</b>	<b>Amount of Compensation (Rs)</b>	<b>Date of Payment of Compensation (DD/MM/YYYY)</b>
<b>.(1)</b>	<b>.(2)</b>	<b>.(3)</b>	<b>.(4)</b>	<b>.(5)</b>	<b>.(6)</b>	<b>.(7)</b>	<b>.(8)</b>	<b>.(9)</b>
1	11 of 2020 CGRF	30.01.2020	290240048882	Sau Suchitra Prakash Dhage At. Vg, Warwat Bakal, Tq. Sangrampur Dist. Buldhana.	Delay in New AG Connection	4	6600.00	Cheq No.108496/ 04.03.2021

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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 -2021)**

<b>Sr. No.</b>	<b>Name of the Distribution Licensee</b>	<b>Reference Standard of Performance</b>	<b>Faulty Meters at the start of the Quarter (Nos.)</b>	<b>Faulty Meters added during the Quarter (Nos.)</b>	<b>Total Faulty Meters (Nos.)</b>	<b>Meters Rectified / Replaced (Nos.)</b>	<b>Faulty Meters pending at the end of the Quarter (Nos.)</b>
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
	MSEDCL	7.3	<b>1660988</b>	<b>271892</b>	<b>1932880</b>	<b>509457</b>	<b>1423423</b>

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

**Annexure- IV**  
**Performance Report regarding Reliability Indices**  
**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (March-2021)**  
**(1) System Average Interruption Duration Index (SAIDI)**

March 2021 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 agri. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	January-21	20455465	563717	23707672	1302094966	54.92
2	February-21	18398881	577040	23707672	1297564929	54.73
3	March-21	21729573	671946	23707672	1445673912	60.98
	<b>Total</b>	60583919	1812703	71123016	4045333807	56.88

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-21	20455465	20455465	23707672	0.86
2	February-21	18398881	18398881	23707672	0.78
3	March-21	21729573	21729573	23707672	0.92
	<b>Total</b>	60583919	60583919	71123016	0.85

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January-21	54.92	0.86	63.66
2	February-21	54.73	0.78	70.52
3	March-21	60.98	0.92	66.53
	<b>Total</b>	56.88	0.85	66.77

Note:-

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