

**Annexure - III**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (September-21 Quarter)**

Sr. 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 = c+d	f	g	h = f+g	i = e-h
1	Intimation of charges where supply to dedicated or after extension / augmentation.	Urban	1424	3433	4857	2849	1088	3937	920
		Rural	21363	15516	36879	10417	13772	24189	12690
2	New connection / add. Load where supply from existing line.		245090	319748	564838	238050	85540	323590	241248
3	New connection / add. Load where supply after extension / augmentation.		123687	25226	148913	17644	6793	24437	124476
4	New connection / add. Load where supply after commissioning of sub-station.		0	0	0	0	0	0	0
5	Shifting of Meter / service line.	Urban	101	130	231	37	89	126	105
		Rural	78	40	118	22	25	47	71
6	Reconnection of supply after payment of dues.	Urban	606	5440	6046	208	3510	3718	2328
		Rural	673	4173	4846	196	2826	3022	1824
7	Change of Name		13581	83998	97579	65221	6022	71243	26336
8	Change of category		4492	13341	17833	10089	2244	12333	5500
9	Fuse off call	Urban	13572	494571	508143	131418	362553	493971	14172
		Rural	6146	123758	129904	60412	63209	123621	6283
10	Break down of Over head Line	Urban	15	246	261	19	212	231	30
		Rural	73	831	904	284	511	795	109
11	Underground Cable fault / Bus Riser Fault	Urban	55	758	813	73	632	705	108
		Rural	25	141	166	47	70	117	49
12	Transformer and Associated Switchgear Failure	Urban	158	3035	3193	530	2439	2969	224
		Rural	285	1796	2081	527	1224	1751	330
13	Meter Reading		8497	50767	59264	45758	5306	51064	8200
14	Replacement of Faulty Meter	Urban	7515	13766	21281	11004	4676	15680	5601
		Rural	12303	9906	22209	6070	6066	12136	10073
15	Replacement of Burnt Meter	Urban	855	2323	3178	324	2041	2365	813
		Rural	1009	1426	2435	280	976	1256	1179
16	Billing Complaint		48716	320429	369145	288742	40023	328765	40380
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		2479	40903	43382	5302	35717	41019	2363
17(a)	Complaint of Voltage Variation-Local fault		969	14788	15757	1582	13288	14870	887
17(b)	Complaint of Voltage Variation-Net work		63	1314	1377	135	1143	1278	99
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		1447	24801	26248	3585	21286	24871	1377

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

**Annexure - IV**

**Report of Individual Complaints where Compensation has been paid**

**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September-21 Quarter)**

<b>Sr. No.</b>	<b>Complaint No.</b>	<b>Date of Filing the Complaint/Automatic Compensation</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>
NIL								

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**Annexure - V**

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

**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September -2021)**

<b>Sr. No.</b>	<b>Name of the Distribution Licensee</b>	<b>Reference to overall Standards</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 end of Quarter (Nos.)</b>
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
1	MSEDCL	7.3	1727965	253988	1981953	318328	1663627

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**Annexure - VI**  
**Report of Installation of Meters**  
**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September -2021)**

Sr. No.	Name of the Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	(9=6+7-8)	(10=4+5+8)	(9+10)
1	MSEDCL	4383686	2885402	12095	1498284	13782	512	1511554	2898009	4409563

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

September 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	July-21	49485750	5924465	24062341	6240091218	259.33
2	August-21	36973779	3672106	24090014	4491587005	186.45
3	September-21	38706832	3819997	24135084	4967696498	205.83
	<b>Total</b>	<b>125166361</b>	<b>13416568</b>	<b>72287439</b>	<b>15699374721</b>	<b>217.18</b>

**(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-21	49485750	49485750	24062341	2.06
2	August-21	36973779	36973779	24090014	1.53
3	September-21	38706832	38706832	24135084	1.60
	<b>Total</b>	<b>125166361</b>	<b>125166361</b>	<b>72287439</b>	<b>1.73</b>

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-21	259.33	2.06	126.10
2	August-21	186.45	1.53	121.48
3	September-21	205.83	1.60	128.34
	<b>Total</b>	<b>217.18</b>	<b>1.73</b>	<b>125.43</b>

**(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers**

Sr.No.	Month	Ni = Number of HT Consumers who experienced a sustained interruption	Ri= Restoration time for each interruption event of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
1	2	3	4	5	6
1	July-21	60092	4459352	4459352	74.21
2	August-21	55871	4571124	4571124	81.82
3	September-21	57887	4624479	4624479	79.89
	<b>Total</b>	<b>173850</b>	<b>13654955</b>	<b>13654955</b>	<b>78.54</b>

Note:-

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