

**Annexure - III**

**Standards of Performance Level by the Distribution Licensee**

**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (December-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	1217	2732	3949	1961	812	2773	1176
		Rural	21488	18785	40273	12247	13688	25935	14338
2	New connection / add. Load where supply from existing line.		278084	340829	618913	190900	99527	290427	328486
3	New connection / add. Load where supply after extension / augmentation.		144410	24947	169357	8143	8001	16144	153213
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	105	120	225	48	57	105	120
		Rural	71	34	105	15	16	31	74
6	Reconnection of supply after payment of dues.	Urban	2654	12914	15568	631	9711	10342	5226
		Rural	2125	8951	11076	371	6803	7174	3902
7	Change of Name		20188	84207	104395	66166	9730	75896	28499
8	Change of category		4625	14625	19250	11211	2401	13612	5638
9	Fuse off call	Urban	14172	320309	334481	86773	238846	325619	8862
		Rural	6283	73507	79790	32189	42022	74211	5579
10	Break down of Over head Line	Urban	30	157	187	21	152	173	14
		Rural	109	566	675	204	381	585	90
11	Underground Cable fault / Bus Riser Fault	Urban	108	509	617	76	464	540	77
		Rural	49	111	160	32	59	91	69
12	Transformer and Associated Switchgear Failure	Urban	227	1768	1995	358	1456	1814	181
		Rural	330	1517	1847	400	1041	1441	406
13	Meter Reading		8200	50837	59037	43149	4797	47946	11091
14	Replacement of Faulty Meter	Urban	5601	11206	16807	7418	3010	10428	6379
		Rural	10073	8407	18480	4158	2132	6290	12190
15	Replacement of Burnt Meter	Urban	813	1867	2680	264	1542	1806	874
		Rural	1179	1130	2309	178	619	797	1512
16	Billing Complaint		40380	339241	379621	291666	32671	324337	55284
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		2363	22878	25241	3639	19964	23603	1638
17(a)	Complaint of Voltage Variation-Local fault		887	8717	9604	1387	7581	8968	636
17(b)	Complaint of Voltage Variation-Net work		99	1078	1177	137	929	1066	111
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		1377	13083	14460	2115	11454	13569	891

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 (December-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>
1	41 of 2019 CGRF	01.08.2019	313623218722	Shri. Abdul Mahfuz Abdul Hafiz, LS no. 51/1K, Kalekhanipura, at-KALBAI, Tq. Balapur, Dist Akola.	Delay in New AG Connection	4	6900.00	Bill adjustment in Nov-21 of Sep-21 qtr AG billing.

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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 (December -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	1663627	291780	1955407	409130	1546277

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

**Annexure - VI**  
**Report of Installation of Meters**  
**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (December -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	4409563	2898009	4775	1511554	13851	1646	1523759	2904430	4428189

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

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

December 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	October-21	39603977	3690206	24135084	5092026441	210.98
2	November-21	28966288	3164830	24135084	4059313882	168.19
3	December-21	27873530	3150521	24135084	4103935030	170.04
	<b>Total</b>	<b>96443795</b>	<b>10005557</b>	<b>72405252</b>	<b>13255275353</b>	<b>183.07</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	October-21	39603977	39603977	24135084	1.64
2	November-21	28966288	28966288	24135084	1.20
3	December-21	27873530	27873530	24135084	1.15
	<b>Total</b>	<b>96443795</b>	<b>96443795</b>	<b>72405252</b>	<b>1.33</b>

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-21	210.98	1.64	128.57
2	November-21	168.19	1.20	140.14
3	December-21	170.04	1.15	147.23
	<b>Total</b>	<b>183.07</b>	<b>1.33</b>	<b>137.44</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	October-21	60608	4997732	4997732	82.46
2	November-21	49661	4417952	4417952	88.96
3	December-21	50457	4684391	4684391	92.84
	<b>Total</b>	<b>160726</b>	<b>14100075</b>	<b>14100075</b>	<b>87.73</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.