

**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-22 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	1780	2105	3885	2034	1423	3457	428
		Rural	15935	8602	24537	6717	9954	16671	7866
2	New connection / add. Load where supply from existing line.		206131	269133	475264	149207	231411	380618	94646
3	New connection / add. Load where supply after extension / augmentation.		159929	15288	175217	7598	9422	17020	158197
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	146	81	227	56	70	126	101
		Rural	89	22	111	10	11	21	90
6	Reconnection of supply after payment of dues.	Urban	6671	10467	17138	287	13179	13466	3672
		Rural	7190	8002	15192	228	11597	11825	3367
7	Change of Name		33392	77483	110875	73855	23233	97088	13787
8	Change of category		4455	19225	23680	15210	2127	17337	6343
9	Fuse off call	Urban	26899	487170	514069	109090	367112	476202	37867
		Rural	13509	115543	129052	44056	69273	113329	15723
10	Break down of Over head Line	Urban	36	275	311	63	199	262	49
		Rural	213	964	1177	263	677	940	237
11	Underground Cable fault / Bus Riser Fault	Urban	196	875	1071	148	647	795	276
		Rural	113	165	278	51	77	128	150
12	Transformer and Associated Switchgear Failure	Urban	411	3275	3686	763	2466	3229	457
		Rural	502	2002	2504	511	1251	1762	742
13	Meter Reading		11395	39327	50722	30843	6648	37491	13231
14	Replacement of Faulty Meter	Urban	8532	12286	20818	7414	2680	10094	10724
		Rural	14130	8726	22856	4227	2941	7168	15688
15	Replacement of Burnt Meter	Urban	1474	2200	3674	355	1428	1783	1891
		Rural	1889	1496	3385	278	704	982	2403
16	Billing Complaint		60133	351260	411393	296431	43057	339488	71905
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		3346	33597	36943	7323	26048	33371	3572
17(a)	Complaint of Voltage Variation-Local fault		1087	11397	12484	2429	8763	11192	1292
17(b)	Complaint of Voltage Variation-Net work		119	1161	1280	229	893	1122	158
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		2140	21039	23179	4665	16392	21057	2122

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-22 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 -2022)**

<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>
<b>.(1)</b>	<b>.(2)</b>	<b>.(3)</b>	<b>.(4)</b>	<b>.(5)</b>	<b>.(6)</b>	<b>.(7)</b>	<b>.(8)</b>
1	MSEDCL	7.3	1913514	404646	2318160	282000	2036160

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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 -2022)**

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	4516501	2928150	8933	1588351	14407	19722	1583036	2956805	4539841

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 (September-2022)**

**(1) System Average Interruption Duration Index (SAIDI)**

**September 2022 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)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	July-22	46659387	2095076	24145428	3603914097	149.26
2	August-22	36597047	1654475	24255480	3059404550	126.13
3	September-22	35677757	1583281	24255480	2662491201	109.77
	<b>Total</b>	<b>118934191</b>	<b>5332832</b>	<b>72656388</b>	<b>9325809848</b>	<b>128.35</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)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	July-22	46659387	46659387	24145428	1.93
2	August-22	36597047	36597047	24255480	1.51
3	September-22	35677757	35677757	24255480	1.47
	<b>Total</b>	<b>118934191</b>	<b>118934191</b>	<b>72656388</b>	<b>1.64</b>

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	July-22	149.26	1.93	77.24
2	August-22	126.13	1.51	83.60
3	September-22	109.77	1.47	74.63
	<b>Total</b>	<b>128.35</b>	<b>1.64</b>	<b>78.41</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)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	July-22	61501	4521330	4521330	73.52
2	August-22	61661	4675285	4675285	75.82
3	September-22	64169	4846702	4846702	75.53
	<b>Total</b>	<b>187331</b>	<b>14043317</b>	<b>14043317</b>	<b>74.97</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.