

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-23 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	163	10432	10595	10289	78	10367	228
		Rural	13811	20988	34799	18451	7948	26399	8400
2	New connection / add. Load where supply from existing line.		132129	332173	464302	264373	76080	340453	123849
3	New connection / add. Load where supply after extension / augmentation.		124132	35082	159214	13531	13474	27005	132209
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	6	55	61	51	8	59	2
		Rural	3	13	16	13	2	15	1
6	Reconnection of supply after payment of dues.	Urban	474	903	1377	33	926	959	418
		Rural	855	1571	2426	40	1631	1671	755
7	Change of Name		23490	80237	103727	74811	11124	85935	17792
8	Change of category		5011	11139	16150	8992	2577	11569	4581
9	Fuse off call	Urban	3345	471966	475311	360353	113404	473757	1554
		Rural	1158	116466	117624	108608	8017	116625	999
10	Break down of Over head Line	Urban	5	282	287	220	66	286	1
		Rural	17	907	924	802	117	919	5
11	Underground Cable fault / Bus Riser Fault	Urban	20	875	895	627	255	882	13
		Rural	7	175	182	165	15	180	2
12	Transformer and Associated Switchgear Failure	Urban	47	2902	2949	1948	989	2937	12
		Rural	33	1545	1578	1163	394	1557	21
13	Meter Reading		634	24819	25453	24895	145	25040	413
14	Replacement of Faulty Meter	Urban	312	5473	5785	5540	148	5688	97
		Rural	167	3836	4003	3793	72	3865	138
15	Replacement of Burnt Meter	Urban	113	8216	8329	6160	2053	8213	116
		Rural	209	5899	6108	4736	1229	5965	143
16	Billing Complaint		11235	307299	318534	305919	8443	314362	4172
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		341	29838	30179	22188	7865	30053	126
17(a)	Complaint of Voltage Variation-Local fault		116	9613	9729	7052	2643	9695	34
17(b)	Complaint of Voltage Variation-Net work		18	1181	1199	861	335	1196	3
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		207	19044	19251	14275	4887	19162	89

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-23 Quarter)

Sr. No.	Complaint No.	Date of Filing the Complaint/Automatic Compensation	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)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	.(9)
1	23 of 2023	20.03.2023	322344016647	Indus Tower Ltd. Kurum, Taluka Murtizapur, Dist Akola.	Wrong bill/delay in meter replacement	Annexure II Point No. 3 (ii) & 7 (i)	1000	18.08.2023
2	36 of 2023	17.05.2023	281580104346	Sonabai Krishna Patil, Post Chinchani, Talika Tasgaon, Dist Kolhapur	Delay in getting AG connection	Annexure II Point No. 1 (i) & (ii)	7000	24.08.2023

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Annexure - V

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

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (September-23 Quarter)

Sr. No.	Name of the Distribution Licensee	Reference to overall Standards	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 end of Quarter (Nos.)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
1	MSEDCL	Annexure II Point No. 3 (ii)	2187180	319695	2506875	359122	2147753

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Annexure - VI
Report of Installation of Meters
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (September-23 Quarter)

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	4668172	2984196	6729	1683976	20617	1166	1703427	2992091	4695518

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Annexure- VII

Performance Report regarding Reliability Indices

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (September-23 Quarter)

(1) System Average Interruption Duration Index (SAIDI)

September 2023 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	July-23	38325961	1949539	24978100	3288363325	131.65
2	August-23	32783883	1696850	25103620	2870379616	114.34
3	September-23	35276312	1795816	25209245	3032504040	120.29
	Total	106386156	5442205	75290965	9191246981	122.08

(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-23	38325961	38325961	24978100	1.53
2	August-23	32783883	32783883	25103620	1.31
3	September-23	35276312	35276312	25209245	1.40
	Total	106386156	106386156	75290965	1.41

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-23	131.65	1.53	85.80
2	August-23	114.34	1.31	87.55
3	September-23	120.29	1.40	85.96
	Total	122.08	1.41	86.40

(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-23	64068	4845116	4845116	75.62
2	August-23	58505	4871866	4871866	83.27
3	September-23	60947	4761970	4761970	78.13
	Total	183520	14478952	14478952	78.90

Note:-

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