

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-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	495	3323	3818	3293	235	3528	290
		Rural	15095	17827	32922	13519	7905	21424	11498
2	New connection / add. Load where supply from existing line.		89515	336877	426392	149485	102202	251687	174705
3	New connection / add. Load where supply after extension / augmentation.		158516	22019	180535	8434	24828	33262	147273
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	99	200	39	32	71	129
		Rural	90	22	112	9	13	22	90
6	Reconnection of supply after payment of dues.	Urban	4443	8167	12610	315	11408	11723	887
		Rural	4011	5585	9596	235	8586	8821	775
7	Change of Name		12192	85276	97468	65891	5051	70942	26526
8	Change of category		5040	15010	20050	11691	2190	13881	6169
9	Fuse off call	Urban	37867	273148	311015	61931	227201	289132	21883
		Rural	15723	61147	76870	24553	44001	68554	8316
10	Break down of Over head Line	Urban	49	109	158	26	125	151	7
		Rural	237	510	747	149	493	642	105
11	Underground Cable fault / Bus Riser Fault	Urban	276	430	706	75	387	462	244
		Rural	150	108	258	37	81	118	140
12	Transformer and Associated Switchgear Failure	Urban	457	1460	1917	348	1327	1675	242
		Rural	742	1489	2231	398	1164	1562	669
13	Meter Reading		13231	36346	49577	28565	7395	35960	13617
14	Replacement of Faulty Meter	Urban	10724	10463	21187	5873	4060	9933	11254
		Rural	15688	7402	23090	3181	2302	5483	17607
15	Replacement of Burnt Meter	Urban	1891	1570	3461	215	1582	1797	1664
		Rural	2403	997	3400	183	545	728	2672
16	Billing Complaint		71905	328017	399922	278701	45948	324649	75273
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		3572	15772	19344	3553	13993	17546	1798
17(a)	Complaint of Voltage Variation-Local fault		1292	6113	7405	1322	5407	6729	676
17(b)	Complaint of Voltage Variation-Net work		158	738	896	167	624	791	105
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		2122	8921	11043	2064	7962	10026	1017

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-22 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	92 of 2022	06.06.2022	297920001982	Shri. Shrikrishna Supaji Pimpalje, At. Nimkawala Po. Poraj, Tq. Khamgaon, Dist. Buldhana-444306.	Service Related: Delay in new residential connection.	1 (ii) of Annexure - II: Level of Compensation Payable to Consumer for failure to meet Standards Of Performance	542.50	Compensation provided through Energy Bill of month Nov- 2022.

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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 -2022)

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	7.3	2036160	378840	2415000	447752	1967248

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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 (December -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	9758	1588351	17707	2481	1603577	2940389	4543966

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-2022)

(1) System Average Interruption Duration Index (SAIDI)

December 2022 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	October-22	31124942	1703181	24255480	3003878786	123.84
2	November-22	22471321	1360234	24445337	2081418525	85.15
3	December-22	24647115	1423537	24440407	2406467506	98.46
	Total	78243378	4486952	73141224	7491764817	102.43

(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-22	31124942	31124942	24255480	1.28
2	November-22	22471321	22471321	24445337	0.92
3	December-22	24647115	24647115	24440407	1.01
	Total	78243378	78243378	73141224	1.07

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-22	123.84	1.28	96.51
2	November-22	85.15	0.92	92.63
3	December-22	98.46	1.01	97.64
	Total	102.43	1.07	95.75

(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-22	60275	4788621	4788621	79.45
2	November-22	48422	4643591	4643591	95.90
3	December-22	49459	4759046	4759046	96.22
	Total	158156	14191258	14191258	89.73

Note:-

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