

**Annexure - I**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-2015)**

Sr. No.	SOP Regulation 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	f = d+e	g	h	I = g+h	j = f-i
1	4.3	New connection inspection of premises.	MSEDCL	215043	323717	538760	200205	116123	316328	222432
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	211326	323717	535043	249724	58111	307835	227208
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	5965	4224	10189	1745	3919	5664	4525
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	250673	273617	524290	148897	65419	214316	309974
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	15017	4568	19585	602	1402	2004	17581
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	85	737	822	819	0	819	3
7	4.12	Shifting of Meter / service line.	MSEDCL	76	2537	2613	2521	50	2571	42
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	1206	35015	36221	35016	33	35049	1172
9	4.13	Change of Name	MSEDCL	0	56366	56366	56366	0	56366	0
10	4.13	Change of category	MSEDCL	0	13401	13401	13401	0	13401	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	2251	32119	34370	15039	15376	30415	3955
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	207	1421	1628	1026	309	1335	293
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	61	536	597	572	4	576	21
14	6.1	Fuse off call	MSEDCL	11484	504771	516255	410123	77997	488120	28135
15	6.2	Break down of Over head line	MSEDCL	50	289	339	69	189	258	81
16	6.3	Underground Cable fault	MSEDCL	92	454	546	88	327	415	131
17	6.4	Transformer Failure	MSEDCL	634	2354	2988	704	1279	1983	1005
18	7.2	Meter Reading	MSEDCL	14533	15422	29955	8702	1166	9868	20087
19	7.3	Replacement of Faulty Meter	MSEDCL	6114	7322	13436	3116	1781	4897	8539
20	7.4	Replacement of Burnt Meter	MSEDCL	1626	4106	5732	1323	1893	3216	2516
21	7.6 , 7.7	Billing Complaint	MSEDCL	36179	48223	84402	28627	1261	29888	54514

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

**Annexure - II**  
**Report of Individual Complaints where Compensation has been paid**  
**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-2015)**

Div/ Circle/ Zone	Sr. No.	Complaint No.	Date of Filing the Complaint	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)
Akola Circle	30	CGRF case no 105/2013 & MERC case no 33/2015	16/09/2013	310019025160	Shri Sant Gadgebaba Sahakari Sut Girni Ltd. Akola	Tariff difference HT I C to HT I N	4.13	Interest amount of Rs 2,76,938.24 was already paid to consumer on May 2015 energy bill as per CGRF case no 105/2013 order no 426 dtd 13-03-2014. Cost of proceeding Rs. 1000/- paid vide chq. No. 29538 dtd 16-05-2015.	

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

**Annexure - III**  
**Report of action on Faulty Meters (1 Phase / 3 Phase)**  
**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-2015)**

<b>Sr. No.</b>	<b>Name of the Distribution Licensee</b>	<b>Reference Standard of Performance</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 the end of the Quarter (Nos.)</b>
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
	MSEDCL	7.3	931749	93379	1025128	91059	934069

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**Annexure- IV**

**Performance Report regarding Reliability Indices**

Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee

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

June 15 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 argi. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	April-15	8031853	683535	15634850	2032210962	129.98
2	May-15	7914376	885703	16729150	2387084507	142.69
3	June-15	7876368	867648	16195288	2433792677	150.28
	<b>Total</b>	23822597	2436886	48559288	6853088146	141.13

**(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	April-15	8031853	21040945	15634850	1.35
2	May-15	7914376	21126073	16729150	1.26
3	June-15	7876368	24760996	16195288	1.53
	<b>Total</b>	23822597	66928014	48559288	1.38

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-15	129.98	1.35	96.58
2	May-15	142.69	1.26	112.99
3	June-15	150.28	1.53	98.29
	<b>Total</b>	141.13	1.38	102.39

Note:-

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