

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Sept-2015 Qtr)

| 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 | 222432 | 268289 | 490721 | 190311 | 101951 | 292262 | 198459 |
| 2 | 4.4 | Intimation of charges where supply from existing lines. | MSEDCL | 227208 | 268289 | 495497 | 232026 | 43567 | 275593 | 219904 |
| 3 | 4.5 & 4.6 | Intimation of charges where supply to dedicated or after extension / augmentation. | MSEDCL | 4525 | 1874 | 6399 | 1491 | 2929 | 4420 | 1979 |
| 4 | 4.7 | New connection / add. Load where supply from existing line. | MSEDCL | 309974 | 215702 | 525676 | 90747 | 42379 | 133126 | 392550 |
| 5 | 4.8 | New connection / add. Load where supply after extension / augmentation. | MSEDCL | 17581 | 3727 | 21308 | 403 | 789 | 1192 | 20116 |
| 6 | 4.9 | New connection / add. Load where supply after commissioning of sub-station. | MSEDCL | 3 | 1602 | 1605 | 1582 | 0 | 1582 | 23 |
| 7 | 4.12 | Shifting of Meter / service line. | MSEDCL | 38 | 3779 | 3817 | 3744 | 20 | 3764 | 53 |
| 8 | 6.10. | Reconnection of supply after payment of dues. | MSEDCL | 1172 | 46207 | 47379 | 46577 | 18 | 46595 | 784 |
| 9 | 4.13 | Change of Name | MSEDCL | 0 | 63065 | 63065 | 63065 | 0 | 63065 | 0 |
| 10 | 4.13 | Change of category | MSEDCL | 0 | 22794 | 22794 | 22794 | 0 | 22794 | 0 |
| 11 | 5.4 (a) | Complaint of Voltage Variation-Local fault | MSEDCL | 3955 | 18157 | 22112 | 11154 | 6296 | 17450 | 4662 |
| 12 | 5.4 (b) | Complaint of Voltage Variation-Net work | MSEDCL | 293 | 875 | 1168 | 626 | 221 | 847 | 321 |
| 13 | 5.4 (c) | Complaint of Voltage Variation-Expansion/ augmentation required | MSEDCL | 26 | 703 | 729 | 659 | 4 | 663 | 66 |
| 14 | 6.1 | Fuse off call | MSEDCL | 28135 | 271449 | 299584 | 209382 | 46783 | 256165 | 43419 |
| 15 | 6.2 | Break down of Over head line | MSEDCL | 81 | 115 | 196 | 16 | 90 | 106 | 90 |
| 16 | 6.3 | Underground Cable fault | MSEDCL | 131 | 253 | 384 | 46 | 212 | 258 | 126 |
| 17 | 6.4 | Transformer Failure | MSEDCL | 1005 | 1313 | 2318 | 367 | 790 | 1157 | 1161 |
| 18 | 7.2 | Meter Reading | MSEDCL | 20087 | 11019 | 31106 | 4626 | 431 | 5057 | 26049 |
| 19 | 7.3 | Replacement of Faulty Meter | MSEDCL | 8539 | 4634 | 13173 | 1551 | 930 | 2481 | 10692 |
| 20 | 7.4 | Replacement of Burnt Meter | MSEDCL | 2516 | 2541 | 5057 | 655 | 1437 | 2092 | 2965 |
| 21 | 7.6 , 7.7 | Billing Complaint | MSEDCL | 54514 | 35257 | 89771 | 18058 | 589 | 18647 | 71124 |

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 (Sept-2015 Qtr)

| Div/ Circle/ Zone | Sr. No. | Complaint No. | Date of Filing the Complaint | Name & Address of Consumer | Nature of Complaint | Reference Standard of Performance | Amount of Compensatio n (Rs) | Date of Payment of Compensation (DD/MM/YYYY) |
|---------------------------|------------|-----------------------|------------------------------------|------------------------------------|--|---|------------------------------------|--|
| Wardha | 1 | 26/2015 | - | Shri. Namdeo Tukaram Uikey | Delay in Giving New Electric Connection | 4 | 20000 | 23/07/2015 |
| | 2 | 02/2015 | - | Shri. Pandurang Waman Lohkare | | 4 | 29800 | 23/07/15 |
| | 3 | 14/2013 | - | Shri. Dilip Namsevroa Ughade | | 4 | 4100 | 08-11-2015 |
| | 4 | 3/2013 | - | Shri. Bhujang Narayan Bhat | | 4 | 10200 | 08-11-2015 |
| | 5 | 20/2012 | - | Shri. Gajanan Vithoba Zade | | 4 | 10100 | 08-11-2015 |
| Nagpur Rural Circle | 6 | CGRF(NUZ) 88/2014 | 04-09-2014 | Sh.Mohan W Kawalkar vg kharbadi | Delay to release of connection | 4 | 2400 | 31/07/2015 |
| | 7 | CGRF(NUZ) 068/2015 | 20/03/2015 | Shri Namdev B Kale | Delay in issuing of demand | 4 | 1000 | 24/07/2015 |

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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 (Sept-2015 Qtr)

| Sr. No. | Name of the Distribution Licensee | Reference Standard of Performance | 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 the end of the Quarter (Nos.) |
|----------------|--|--|---|--|-----------------------------------|---|---|
| .(1) | .(2) | .(3) | .(4) | .(5) | .(6) | .(7) | .(8) |
| | MSEDCL | 7.3 | 934069 | 105446 | 1039515 | 122172 | 917343 |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

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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)

Sept 15 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 argi. Feeders) | SAIDI = (6)/(5) |
|--------|--------------|---|---|---|--|-----------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | July-15 | 7401609 | 788151 | 15910676 | 2285138098 | 143.62 |
| 2 | August-15 | 7338628 | 748729 | 15462718 | 2311934562 | 149.52 |
| 3 | September-15 | 6946748 | 768501 | 15450634 | 1994362382 | 129.08 |
| | Total | 21686985 | 2305381 | 46824028 | 6591435042 | 140.77 |

(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-15 | 7401609 | 22802009 | 15910676 | 1.43 |
| 2 | August-15 | 7338628 | 23000166 | 15462718 | 1.49 |
| 3 | September-15 | 6946748 | 21161898 | 15450634 | 1.37 |
| | Total | 21686985 | 66964073 | 46824028 | 1.43 |

(3) Customer Average Interruption Duration Index (CAIDI)

| Sr.No. | Month | SAIDI | SAIFI | SAIDI/SAIFI |
|--------|--------------|--------|-------|-------------|
| 1 | 2 | 3 | 4 | 5 |
| 1 | July-15 | 143.62 | 1.43 | 100.22 |
| 2 | August-15 | 149.52 | 1.49 | 100.52 |
| 3 | September-15 | 129.08 | 1.37 | 94.24 |
| | Total | 140.77 | 1.43 | 98.43 |

Note:-

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