

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September-2018)

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	308278	437741	746019	264202	118709	382911	363108
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	314117	437741	751858	329219	53788	383007	368851
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	5269	12528	17797	9836	2442	12278	5519
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	360675	211632	572307	66613	77154	143767	428540
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	56433	4792	61225	938	5252	6190	55035
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	240	19490	19730	19697	0	19697	33
7	4.12	Shifting of Meter / service line.	MSEDCL	705	136	841	10	22	32	809
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	76	117739	117815	117312	33	117345	470
9	4.13	Change of Name	MSEDCL	1586	31202	32788	31573	165	31738	1050
10	4.13	Change of category	MSEDCL	1659	288	1947	20	108	128	1819
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	7406	13200	20606	1133	6713	7846	12760
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	379	828	1207	232	169	401	806
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	5400	11499	16899	6384	500	6884	10015
14	6.1	Fuse off call	MSEDCL	77034	263395	340429	78288	99799	178087	162342
15	6.2	Break down of Over head line	MSEDCL	488	687	1175	16	134	150	1025
16	6.3	Underground Cable fault	MSEDCL	203	258	461	17	105	122	339
17	6.4	Transformer Failure	MSEDCL	1799	2402	4201	113	1008	1121	3080
18	7.2	Meter Reading	MSEDCL	60541	23595	84136	1490	6009	7499	76637
19	7.3	Replacement of Faulty Meter	MSEDCL	34593	14425	49018	531	3846	4377	44641
20	7.4	Replacement of Burnt Meter	MSEDCL	2668	2253	4921	121	564	685	4236
21	7.6 , 7.7	Billing Complaint	MSEDCL	155856	81158	237014	6538	22077	28615	208399

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 (September - 2018)

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)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	.(9)
1	24 of 2018 CGRF	09-07-2018	318739060840	M/s Mohamaddi Agro Ind, Akot, Tq: Akot, Dist: Akola.	Grievance pertaining to closure of account, SD with interest and SOP compensation for delay	1 (iii) & 6.9	2800	Paid Vide cheque no. 987049 dtd 21-9-2018
2	7 of 2018 CGRF	27-02-2018	290060003155	Ramkrushna Tulshiram Dhule at Village Eklara Banda., Tq: Sangrampur, Dist: Buldhana.	Delay In Connection (Agricultural)	4	5300	Paid Vide Cheque No. 184577 Dt.28-08-2018.
3	IGRC/BLD/55/2018	24-03-2018	303090000015	M/s.Indus Tower,Au.po.Dhotra naik, Tq.Chikhali, Dist.Buldana	Refund of Security Deposit.	6.9	800	Paid by RTGS No. MAHBH1818661822 Date 05.07.2018

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Annexure - III

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 -2018)

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	1212751	483948	1696699	196156	1500543

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Annexure- IV

Performance Report regarding Reliability Indices

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September-2018)

(1) System Average Interruption Duration Index (SAIDI)

September 18 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-18	51911970	949372	20840643	2766355896	132.74
2	August-18	35389632	701592	20896382	2037418903	97.50
3	September-18	33728811	639275	20911663	1930068226	92.30
	Total	121030413	2290239	62648688	6733843025	107.49

(2) System Average Interruption Frequency Index (SAIFI)

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i th 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-18	51911970	51911970	20840643	2.49
2	August-18	35389632	35389632	20896382	1.69
3	September-18	33728811	33728811	20911663	1.61
	Total	121030413	121030413	62648688	1.93

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-18	132.74	2.49	53.29
2	August-18	97.50	1.69	57.57
3	September-18	92.30	1.61	57.22
	Total	107.49	1.93	55.64

Note:-

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