

**Annexure - I**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (December-2017)**

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	286806	339595	626401	233194	88718	321912	304489
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	291863	339595	631458	283682	37192	320874	310584
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	2950	5583	8533	4131	2823	6954	1579
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	338272	298174	636446	139031	123413	262444	374002
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	45356	6424	51780	672	3300	3972	47808
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	276	14137	14413	14240	27	14267	146
7	4.12	Shifting of Meter / service line.	MSEDCL	56	860	916	41	304	345	571
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	289	95232	95521	92012	3505	95517	4
9	4.13	Change of Name	MSEDCL	1511	33154	34665	30357	2123	32480	2185
10	4.13	Change of category	MSEDCL	79	1949	2028	121	653	774	1254
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	827	7866	8693	4291	3567	7858	835
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	73	842	915	742	92	834	81
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	44	6497	6541	6018	103	6121	420
14	6.1	Fuse off call	MSEDCL	5717	188391	194108	60246	129197	189443	4665
15	6.2	Break down of Over head line	MSEDCL	89	203	292	38	170	208	84
16	6.3	Underground Cable fault	MSEDCL	44	195	239	37	128	165	74
17	6.4	Transformer Failure	MSEDCL	639	1530	2169	618	1121	1739	430
18	7.2	Meter Reading	MSEDCL	27513	32494	60007	6073	19079	25152	34855
19	7.3	Replacement of Faulty Meter	MSEDCL	19719	18067	37786	1690	16310	18000	19786
20	7.4	Replacement of Burnt Meter	MSEDCL	738	2507	3245	237	2028	2265	980
21	7.6 , 7.7	Billing Complaint	MSEDCL	112427	89164	201591	15856	98643	114499	87092

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 (December - 2017)**

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	21 of 2017 EO	8/1/2017	290030162194	Shri Arun Ganpatrao Dhule, At post Sungaon, Tq Jalgaon Jamod, Dist. Buldhana.	Delay in restoration of power supply	6	162800	16/11/2017
2	23 of 2017 EO	8/1/2017	290030162160	Shri Arun Ganpatrao Dhule, At post Sungaon, Tq Jalgaon Jamod, Dist. Buldhana.	Delay in restoration of power supply	6	162800	16/11/2017
3	24 of 2017 EO	10/1/2017	290030157575	Shri Mahadeo Sakhararam Barpatil, At post Sungaon, Tq Jalgaon Jamod, Dist. Buldhana.	Delay in restoration of power supply	6	163950	16/11/2017
4	24 of 2017 EO	10/2/2017	290030043578	Sau Asha Mahadeo Barpatil, At post Sungaon, Tq Jalgaon Jamod, Dist. Buldhana.	Delay in restoration of power supply	6	162950	16/11/2017
5	31 of 2017 CORF	10/3/2017	290640159098	Shri Arun Ganpatrao Dhule, At post Sungaon, Tq Jalgaon Jamod, Dist. Buldhana.	New service conn. of Ag consumer	4	1500	25/11/2017

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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 (December-2017)**

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	1347397	280344	1627741	532082	1095659

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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 (December-2017)

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

December 17 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	October-17	49079230	934669	11570717	2491175357	215.30
2	November-17	37711544	657146	9849754	1814574932	184.23
3	December-17	35568565	619254	9652027	1858584509	192.56
	<b>Total</b>	122359339	2211069	31072498	6164334798	198.39

**(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-17	49079230	49079230	11570717	4.24
2	November-17	37711544	37711544	9849754	3.83
3	December-17	35568565	35568565	9652027	3.69
	<b>Total</b>	122359339	122359339	31072498	3.94

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-17	215.30	4.24	50.76
2	November-17	184.23	3.83	48.12
3	December-17	192.56	3.69	52.25
	<b>Total</b>	198.39	3.94	50.38

Note:-

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