

**Annexure - I**  
**Standards of Performance Level by the Distribution Licensee**  
**Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (March-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	223404	324003	547407	215843	88187	304030	243377
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	224947	324003	548950	264670	39143	303813	245137
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	5968	6681	12649	3913	4171	8084	4565
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	247958	281936	529894	160478	80767	241245	288649
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	40221	7645	47866	691	5315	6006	41860
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	4	13163	13167	13154	13	13167	0
7	4.12	Shifting of Meter / service line.	MSEDCL	15	6042	6057	5674	12	5686	371
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	3260	82187	85447	84855	29	84884	563
9	4.13	Change of Name	MSEDCL	0	63239	63239	63239	0	63239	0
10	4.13	Change of category	MSEDCL	0	17036	17036	17036	0	17036	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	2715	12871	15586	7797	6390	14187	1399
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	245	884	1129	712	306	1018	111
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentaion required	MSEDCL	170	9727	9897	9841	38	9879	18
14	6.1	Fuse off call	MSEDCL	18444	209202	227646	104023	116657	220680	6966
15	6.2	Break down of Over head line	MSEDCL	93	185	278	86	130	216	62
16	6.3	Underground Cable fault	MSEDCL	104	213	317	126	123	249	68
17	6.4	Transformer Failure	MSEDCL	924	1587	2511	938	1117	2055	456
18	7.2	Meter Reading	MSEDCL	27971	38495	66466	10269	21180	31449	35017
19	7.3	Replacement of Faulty Meter	MSEDCL	9490	14786	24276	2147	7887	10034	14242
20	7.4	Replacement of Burnt Meter	MSEDCL	1650	2359	4009	1061	2474	3535	474
21	7.6 , 7.7	Billing Complaint	MSEDCL	72466	78601	151067	21369	55620	76989	74078

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 (March-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	22/2016 CGRF	1/11/2016	290028919741	Shri Ravindra Mahadeo Nawkar, At.Po. Pimpalgaon Kale, Tq. Jalgaon Jamod, Dist. Buldhana.	New AG Connection	4	10000/-	19/01/2017
2	16/2016 CGRF	1/11/2016	298650003097	Shri Vinayak Pralhad Dethe, At. Dolarkhed Po. Matargaon, Tq. Shegaon, Dist. Buldhana.	New AG Connection	4	3800/-	31/03/2017
3	36/2016 CGRF	24/11/2016	170488779195	Mr. Sandip Madhukar Kulkarni, S No.148, Rajeshwari Terraces, Flat No.15, L.No.A/20, Dhayari, Pune-411030.	High Voltage	5.1	100/	16/03/2017

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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 (March-2017)**

<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	<b>1647151</b>	<b>453644</b>	<b>2100795</b>	<b>506401</b>	<b>1594394</b>

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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 (March-2017)**

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

December 16 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	January-17	17365884	395396	9586533	2210910803	230.63
2	February-17	18114464	306488	9545793	1925182758	201.68
3	March-17	18566792	347326	9506314	2173009028	228.59
	<b>Total</b>	54047140	1049210	28638640	6309102589	220.30

**(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	January-17	17365884	57911164	9586533	6.04
2	February-17	18114464	61994050	9545793	6.49
3	March-17	18566792	64501856	9506314	6.79
	<b>Total</b>	54047140	184407070	28638640	6.44

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January-17	230.63	6.04	38.18
2	February-17	201.68	6.49	31.05
3	March-17	228.59	6.79	33.69
	<b>Total</b>	220.30	6.44	34.21

Note:-

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