

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-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 Otr.
							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	304489	356146	660635	247344	92039	339383	321252
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	310584	356146	666730	301737	38630	340367	326363
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	1579	6542	8121	4871	3250	8121	0
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	374002	312012	686014	201188	121654	322842	363172
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	47808	7448	55256	929	3986	4915	50341
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	146	12323	12469	11488	819	12307	162
7	4.12	Shifting of Meter / service line.	MSEDCL	571	125	696	8	71	79	617
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	4	132107	132111	126916	5162	132078	33
9	4.13	Change of Name	MSEDCL	2185	35543	37728	31604	2922	34526	3202
10	4.13	Change of category	MSEDCL	1254	410	1664	40	135	175	1489
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	835	6657	7492	3411	2236	5647	1845
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	81	531	612	387	82	469	143
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	420	3845	4265	3316	5	3321	944
14	6.1	Fuse off call	MSEDCL	4665	139639	144304	67699	59655	127354	16950
15	6.2	Break down of Over head line	MSEDCL	84	106	190	30	54	84	106
16	6.3	Underground Cable fault	MSEDCL	74	148	222	23	82	105	117
17	6.4	Transformer Failure	MSEDCL	430	1110	1540	415	362	777	763
18	7.2	Meter Reading	MSEDCL	34855	23283	58138	4298	7693	11991	46147
19	7.3	Replacement of Faulty Meter	MSEDCL	19786	11701	31487	1023	4615	5638	25849
20	7.4	Replacement of Burnt Meter	MSEDCL	980	1620	2600	196	825	1021	1579
21	7.6 , 7.7	Billing Complaint	MSEDCL	87092	49529	136621	9740	19665	29405	107216

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 - 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	117 of 2016	25/07/2016	397150004192	Shri Deepak S. Kapase, At.Po.Sirasgaon, Tq.Hinganghat, Dist.Wardha.	Delay In Connection	4	9200	15/01/2018
2	141 of 2016	29/08/2016	396170004630	Shri Santosh S. Gale, At.Kingaon, Po.Bothuda, Tq.Hinganghat, Dist.Wardha.	Delay In Connection	4	5100	15/01/2018
3	166 of 2016	17/10/2016	398410002519	Shri Maroti N. Madavkar, At.Dahegaon, Tq.Samudrapur, Dist.Wardha.	Delay In Connection	4	1400	15/01/2018
4	7 of 2017	10/1/2017	397150004164	Shri Hanuman L. Rade, At.Po.Sirasgaon, Tq.Hinganghat Dist.Wardha	Delay In Connection	4	6700	15/01/2018
5	33 of 2017	6/3/2017	396530004164	Shri Umesh H. Jaipurkar, At.Pawani Po.Allipur, Tq.Hinganghat, Dist. Wardha.	Delay In Connection	4	6100	15/01/2018
6	47 of 2017 EO Nagpur	28/08/2017	-	Shri Balkrishna Parshuram Tade, At Village Eklara Banoda, Ta: Sangrapur, Dist: Buldhana.	Wrong Billing	7.2 & 7.6	3000	18/01/2018
7	48 of 2017 EO Nagpur	28/08/2018	2900030162160		Delay In Connection	4	7200	17/03/2018

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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 (March -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	1409068	259529	1668597	570961	1097636

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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 -2018)

(1) System Average Interruption Duration Index (SAIDI)

March 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 argi. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	January-18	30089061	8820	8724914	1360974799	155.99
2	February-18	29272611	8983	9038229	1617690755	178.98
3	March-18	31835468	8704	8821606	1973931379	223.76
	Total	91197140	26507	26584749	4952596933	186.29

(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	January-18	30089061	30089061	8724914	3.45
2	February-18	29272611	29272611	9038229	3.24
3	March-18	31835468	31835468	8821606	3.61
	Total	91197140	91197140	26584749	3.43

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January-18	155.99	3.45	45.23
2	February-18	178.98	3.24	55.26
3	March-18	223.76	3.61	62.00
	Total	186.29	3.43	54.31

Note:-

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