

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (Dec-2014)

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	207343	328523	535866	193157	119890	313047	222819
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	176082	328523	504605	242703	57510	300213	204392
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	7327	5056	12383	1532	3477	5009	7374
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	208163	277529	485692	190555	78913	269468	216224
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	9823	4290	14113	613	1663	2276	11837
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	0	279	279	0	0	0	279
7	4.12	Shifting of Meter / service line.	MSEDCL	0	3296	3296	3270	10	3280	16
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	0	23915	23915	23813	102	23915	0
9	4.13	Change of Name	MSEDCL	0	53842	53842	53842	0	53842	0
10	4.13	Change of category	MSEDCL	0	20113	20113	20113	0	20113	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	2721	11272	13993	7592	5101	12693	1300
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	151	773	924	669	123	792	132
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentaion required	MSEDCL	0	249	249	237	10	247	3
14	6.1	Fuse off call	MSEDCL	16754	160423	177177	151386	16401	167787	9390
15	6.2	Break down of Over head line	MSEDCL	43	96	139	15	89	104	35
16	6.3	Underground Cable fault	MSEDCL	77	148	225	65	107	172	53
17	6.4	Transformer Failure	MSEDCL	692	1043	1735	598	653	1251	484
18	7.2	Meter Reading	MSEDCL	7318	9319	16637	5864	538	6402	10235
19	7.3	Replacement of Faulty Meter	MSEDCL	4202	4359	8561	2344	1393	3737	4824
20	7.4	Replacement of Burnt Meter	MSEDCL	1290	1712	3002	608	1205	1813	1189
21	7.6 , 7.7	Billing Complaint	MSEDCL	24682	50204	74886	44651	1591	46242	28644

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 (Dec-2014)

Div/ Circle/ Zone	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)
Akola	1	CGRF87/2014		-	M.P.Rathod	Transformer failure / Delay to restore Ag pump supply.		34800.00	28.8.2014
Buldhana	2	CGRF 105/2014	16.06.2014	New Connection	Ramdas S. Kothalkar, Ja;gaon Jamod	Delay in New Service Connection		1500.00	19.11.2014
Washim	3	141/14	1.9.2014	316910001130	Gopal Bhanudas Wankhade , Icha,Tq. Mangrulpir	Delay in Processing A-1 form for AG	4.7	4500.00	01.11.2014
Washim	4	176/14	1.9.2014	316120060276	Mohanlal R.Hote,Mangrulpir	Delay in replacement of failed T/F	6.4	10000.00	01.11.2014
Nagpur (U)	5	71/2014	4/28/2014	415390001598	Shri,Manoj Narayan Bulkunde, Nagpur 14	NAME CORRECTION	4.13	5000	19.11.2014
Nagpur (U)	6	-	-	-	Rambhau Chamayrao Chaple	Intimation of charges where supply from existing lines	4.4	11000	31.12.2014
Ballarshah	7		25.11.2013	-	B.K. Burkute	Delay in Ag Connection		13900	30.12.2014

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Annexure - III

Report of action on Faulty Meters (1 Phase / 3 Phase)

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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		1069325	102388	1171713	148035	1023678

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