

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-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	243377	321755	565132	218714	90248	308962	256170
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	245137	321755	566892	270767	39540	310307	256585
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	4565	6367	10932	3938	3019	6957	3975
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	288649	285153	573802	154117	102780	256897	316905
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	41860	6220	48080	825	4144	4969	43111
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	0	13632	13632	13576	9	13585	47
7	4.12	Shifting of Meter / service line.	MSEDCL	371	3908	4279	3906	14	3920	359
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	563	50540	51103	50922	14	50936	167
9	4.13	Change of Name	MSEDCL	0	22289	22289	22209	9	22218	71
10	4.13	Change of category	MSEDCL	0	5656	5656	5037	9	5046	610
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	1113	29400	30513	18266	8463	26729	3784
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	87	915	1002	733	150	883	119
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentaion required	MSEDCL	18	5436	5454	5413	24	5437	17
14	6.1	Fuse off call	MSEDCL	4530	446712	451242	330634	112401	443035	8207
15	6.2	Break down of Over head line	MSEDCL	57	385	442	153	238	391	51
16	6.3	Underground Cable fault	MSEDCL	63	294	357	129	191	320	37
17	6.4	Transformer Failure	MSEDCL	403	2808	3211	1630	1047	2677	534
18	7.2	Meter Reading	MSEDCL	34215	45904	80119	8667	19714	28381	51738
19	7.3	Replacement of Faulty Meter	MSEDCL	14014	17353	31367	1769	9612	11381	19986
20	7.4	Replacement of Burnt Meter	MSEDCL	350	3032	3382	1014	1322	2336	1046
21	7.6 , 7.7	Billing Complaint	MSEDCL	71825	100856	172681	20463	49132	69595	103086

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 (June-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	CGRF Case No. 27 of 2017	10/1/2017	160265107106	M/s.Indus Towers, 2010, E-Core, 2nd floor, Marvel Edge, Vimannagar, Pune-411014	Refund of SD	6.9	9800/-	6/5/2017
2	CGRF Case No. 28 of 2017	10/1/2017	160232748025	M/s.Indus Towers, 2010, E-Core, 2nd floor, Marvel Edge, Vimannagar, Pune-411015	Refund of SD	6.9	7200/-	3/2/2017
3	CGRF Case No. 34 of 2017	10/1/2017	160230750707	M/s.Indus Towers, 2010, E-Core, 2nd floor, Marvel Edge, Vimannagar, Pune-411014	Refund of SD	6.9	1600/-	3/2/2017
4	12./2016	2/9/2016	398440002645	Nitesh L Bhat	Delay in Connection	4	200/-	13/04/2017
5	164/2015	24/11/2015	398140004239	Namdev Wagh, At Dasoda, Samudrapur	Connection And Demand	4	9,300/-	13/04/2017
6	163/2015	24/11/2015	396170004320	Rajkumar M Wasekar	Delay in Connection	4	8,400/-	13/04/2017
7	5./2015	2016	398080004081	Punabai Thool, Chanki	Delay in Connection	4	6,600/-	13/04/2017
8	167/2015	2016	387900002176	Kishor Khade, Lahoti	Delay in Connection	4	10,600/-	13/04/2017
9	13/2016	2016	398440002483	Sunil S Chambhare, Jamni	Delay in Connection	4	10,600/-	13/04/2017
10	63/2015	2016	397400002395	Vipin S Yelmude, Sawrkhedra	Delay in Connection	4	8,600/-	13/04/2017
11	CGRF Case No. 18 of 2017	11/4/2017	290640001541	Adv. Shiv Vasant Khupase At & Po. Gadegaon Kd.Tq. Jalgaon Jamod Distt Buldhana.	New Connection	4	5486/-	Through B-80
12	CGRF Case No. 19 of 2017	11/4/2017	290640159098	Shri Vasant Mahadeo Khupase C/o Adv. Shiv Vasant Khupase At & Po. Gadegaon Kd.Tq. Jalgaon Jamod Distt Buldhana.	Billing Complaint	7.6	12477.45/-	Through B-80

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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 (June-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	1594394	220204	1814598	552329	1262269

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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 (June-2017)

(1) System Average Interruption Duration Index (SAIDI)

June 17 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	April-17	18199117	372924	9522310	2213725921	232.48
2	May-17	15464704	499576	8643264	2414453518	279.35
3	June-17	14799263	490262	7953176	2376755988	298.84
	Total	48463084	1362762	26118750	7004935427	268.20

(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	April-17	18199117	63786522	9522310	6.70
2	May-17	15464704	51788572	8643264	5.99
3	June-17	14799263	49562137	7953176	6.23
	Total	48463084	165137231	26118750	6.32

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-17	232.48	6.70	34.71
2	May-17	279.35	5.99	46.62
3	June-17	298.84	6.23	47.96
	Total	268.20	6.32	42.42

Note:-

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