

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-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 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	324037	363268	687305	255265	99711	354976	332329
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	329636	363268	692904	311785	43282	355067	337837
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	4604	5161	9765	4282	2694	6976	2789
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	336102	299852	635954	169329	89140	258469	377485
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	56493	6395	62888	1017	5015	6032	56856
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	162	15911	16073	15824	9	15833	240
7	4.12	Shifting of Meter / service line.	MSEDCL	617	140	757	4	48	52	705
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	33	82800	82833	82747	10	82757	76
9	4.13	Change of Name	MSEDCL	3202	33848	37050	33173	2291	35464	1586
10	4.13	Change of category	MSEDCL	1489	355	1844	37	148	185	1659
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	1845	12493	14338	854	6078	6932	7406
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	143	539	682	78	225	303	379
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	944	10693	11637	6216	21	6237	5400
14	6.1	Fuse off call	MSEDCL	16950	292399	309349	22391	209924	232315	77034
15	6.2	Break down of Over head line	MSEDCL	106	519	625	9	128	137	488
16	6.3	Underground Cable fault	MSEDCL	117	226	343	20	120	140	203
17	6.4	Transformer Failure	MSEDCL	763	2376	3139	198	1142	1340	1799
18	7.2	Meter Reading	MSEDCL	46147	22064	68211	2245	5425	7670	60541
19	7.3	Replacement of Faulty Meter	MSEDCL	25849	12527	38376	428	3354	3782	34594
20	7.4	Replacement of Burnt Meter	MSEDCL	1579	1928	3507	71	768	839	2668
21	7.6 , 7.7	Billing Complaint	MSEDCL	107216	73362	180578	7660	17062	24722	155856

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 - 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	1 of 2018 CGRF	17/03/2018	300318895922	Ab.Rab.Ab.RajjakAbdul. At.Buldana Ta.-Bildana, Dist.Buldana	Penalty charges as consumer is TD w/o. intimation as per SOP	2 6 (2)	13500 2400	Adjustment given in Billing of March 18 Billed in month of April.18
2	49 of 2018 IGRC	03-10-2018	297020055688	Shri Laxmiprasad Pralhad Haweliya, Sudarshan Nagar, Khamgaon, Ta: Khamgaon, Dist: Buldhana.	Wrong Billing	7.2 & 7.6	1200	24/05/2018
3	37 of 2017 IGRC	09-04-2017	290010181915	Shri Abhay Ananatrao kulkarni,Khalmali Jamod, Tq. Jalgaon Jamod, Dist. Buldhana	Delay In Connection (Residential)	4	2471	19/06/2018
4	38 of 2017 IGRC	16/04/2017	-	Shri Abhay Ananatrao kulkarni,Khalmali Jamod, Tq. Jalgaon Jamod, Dist. Buldhana	Delay In Connection (Agricultural)	4	1485	19/06/2018

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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 (June -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	1285110	259416	1544526	331775	1212751

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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 -2018)

(1) System Average Interruption Duration Index (SAIDI)

June 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 agri. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	April-18	46007956	853044	20048496	2537316941	126.56
2	May-18	47113102	926600	20665808	2714785630	131.37
3	June-18	59096540	1203356	20766896	3396267779	163.54
	Total	152217598	2983000	61481200	8648370350	140.67

(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-18	46007956	46007954	20048496	2.29
2	May-18	47113102	47113102	20665808	2.28
3	June-18	59096540	59096540	20766896	2.85
	Total	152217598	152217596	61481200	2.48

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-18	126.56	2.29	55.15
2	May-18	131.37	2.28	57.62
3	June-18	163.54	2.85	57.47
	Total	140.67	2.48	56.82

Note:-

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