

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (December-2016)

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	222086	317534	539620	215999	84413	300412	239208
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	226384	317534	543918	264291	35612	299903	244015
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	4972	4093	9065	3333	2881	6214	2851
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	227278	279146	506424	188499	46828	235327	271097
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	35482	5847	41329	1422	3459	4881	36448
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	1	11586	11587	11528	55	11583	4
7	4.12	Shifting of Meter / service line.	MSEDCL	28	6700	6728	6702	11	6713	15
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	2550	66293	68843	65583	0	65583	3260
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	2937	12907	15844	8267	4862	13129	2715
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	211	872	1083	764	74	838	245
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentaion required	MSEDCL	189	9937	10126	9801	155	9956	170
14	6.1	Fuse off call	MSEDCL	22864	202051	224915	130209	76262	206471	18444
15	6.2	Break down of Over head line	MSEDCL	73	167	240	42	105	147	93
16	6.3	Underground Cable fault	MSEDCL	94	220	314	125	85	210	104
17	6.4	Transformer Failure	MSEDCL	792	1386	2178	725	530	1255	923
18	7.2	Meter Reading	MSEDCL	22719	31277	53996	10202	15911	26113	27883
19	7.3	Replacement of Faulty Meter	MSEDCL	7277	11535	18812	2103	7224	9327	9485
20	7.4	Replacement of Burnt Meter	MSEDCL	1317	2493	3810	1226	934	2160	1650
21	7.6 , 7.7	Billing Complaint	MSEDCL	54712	77073	131785	24995	34427	59422	72363

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 (December-2016)

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	29/06/2016	176290003530	Mr. Vijay Bhikaji Kharmale, C-4, Trimurti Apartment, Near MSEB, Pune Nashik Highway, Chandoli Phata, Chandoli, Khed, Pune - 410505	Change of Name & Tariff Category	4.13	2000/-	Adjustment in Energy Bill for the month of December 2016
2	26/2016 CGRF	25/07/2016	175070001025	Shri Haribhau R. Navale, At Post-Ucchil (Kaldare), Tal. Junnar, Dist. Pune - 410502	New AG Connection	4	12100/-	26/12/2016
3	23/2016 CGRF	5/7/2016	170014239653	Sou. Padma Narendra Hambir, B 30/2, Indiranagar (Lower), Pune-37	Disconnection of supply	7.2 & 7.6	5500/-	21/10/2016
4	146/2016 CGRF	30/08/2016	403650914021	Shri Diwakar B Kamadi At.Waghoda, Po.Nara Dist.Wardha	Delay in restoration of Supply	2	7800/-	17/11/2016
5	147/2016 CGRF	30/08/2016	403650000665	Shri Premdas R Kamadi At.Waghoda, Po.Nara Dist.Wardha	Delay in restoration of Supply	2	7800/-	17/11/2016
6	21/2016 CGRF	24/10/2016	297058138943	Mall Enterprises in r/o Ravi Janrao Shegokar, Alasana Rd. Shegaon, Dist. Buldhana.	Billing Complaint	7.6	5000/-	21/12/2016

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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 (December-2016)

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	990900	830568	1821468	174317	1647151

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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 (December-2016)

(1) System Average Interruption Duration Index (SAIDI)

December 16 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	October-16	9188743	583924	10114011	2079367505	205.59
2	November-16	8564620	474711	9486398	1659835000	174.97
3	December-16	8029405	460098	8937277	1598053589	178.81
	Total	25782768	1518733	28537686	5337256094	187.02

(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	October-16	9188743	34722893	10114011	3.43
2	November-16	8564620	24904215	9486398	2.63
3	December-16	8029405	25909455	8937277	2.90
	Total	25782768	85536563	28537686	3.00

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-16	205.59	3.43	59.88
2	November-16	174.97	2.63	66.65
3	December-16	178.81	2.90	61.68
	Total	187.02	3.00	62.40

Note:-

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