

Report as submitted by
MSEDCL

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PLOT NO. G-9, PRAKASHGAD,
Prof. ANANT KANEKAR MARG,
BANDRA (E), MUMBAI-400 051.

Ref. No: SE/TRC/SOP/C-20/00777

Date: 11/01/2021

To,
The Secretary,
Maharashtra Electricity Regulatory Commission,
13th Floor, Centre No. 1, World Trade Centre,
Cuffe Parade, Colaba, MUMBAI 400 005.

Subject: Submission of Quarterly information of Standard of Performance for the
September 2021 quarter.

Reference: Letter No. SE/TRC/SOP/C-20/19520 dtd 17/11/2020.

Sir,

As per the provisions of MERC (Standard of Performance of Distribution Licensees, Period for giving Supply and Determination of Compensation) Regulations, 2014 and Section 59 (1) of Electricity Act 2003, the information regarding Standard of Performance (SoP) for the September 2021 quarters in prescribed formats is enclosed herewith.

It is kindly requested that the same may be placed before Hon'ble Commission for its appraisal.

Encl: As above

Sd/-
Superintending Engineer (TRC)
MSEDCL

Annexure - I
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September-2020)

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	286374	288589	574963	147562	106924	254486	320477
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	262023	288589	550612	186981	68923	255904	294708
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	25705	22128	47833	12779	17445	30224	17609
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	253301	248807	502108	133185	99041	232226	269882
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	69212	26155	95367	3286	8183	11469	83898
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	2271	21066	23337	21117	2199	23316	21
7	4.12	Shifting of Meter / service line.	MSEDCL	519	170	689	38	426	464	225
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	37	15389	15426	15245	65	15310	116
9	4.13	Change of Name	MSEDCL	1920	25777	27697	27177	204	27381	316
10	4.13	Change of category	MSEDCL	550	266	816	161	407	568	248
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	10169	43015	53184	7505	39673	47178	6006
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	418	871	1289	461	625	1086	203
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	3315	8949	12264	6239	4304	10543	1721
14	6.1	Fuse off call	MSEDCL	39076	562014	601090	90677	498839	589516	11574
15	6.2	Break down of Over head line	MSEDCL	151	538	689	158	484	642	47
16	6.3	Underground Cable fault	MSEDCL	49	274	323	109	189	298	25
17	6.4	Transformer Failure	MSEDCL	1306	2827	4133	791	2870	3661	472
18	7.2	Meter Reading	MSEDCL	36943	36605	73548	15015	49809	64824	8724
19	7.3	Replacement of Faulty Meter	MSEDCL	36438	43960	80398	10303	47206	57509	22889
20	7.4	Replacement of Burnt Meter	MSEDCL	4081	3437	7518	439	5052	5491	2027
21	7.6 , 7.7	Billing Complaint	MSEDCL	263960	507170	771130	214038	502580	716618	54512

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 (September - 2020)**

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	62 of 2019	22-11-2019	318870207450	Shri. Prakash Pyarelalji Gupta, Swastik Colony Plot No.8, Hiwarkhed Tq. Telhara Dist. Akola 444 103	BILLING	7.2	1050	06.08.2020
2	5 of 2020	16-01-2020	291207119487'	OM Aqua Cool RO Plant Prop. Late Janardhan Narayan Chopade (Patil), C/O Son Dr. Pravin Janardan Patil, Kathargaon, Tq. Sangrampur, Distt. Buldana 444 202.	Billing Complaint (Change of Commercial category to Industrial)	7.2 & 7.6	151200	25.09.2020

Note: Above reports are prepared based on the data provided by the field offices which are subjected to subsequent corrections, if any.

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 (September -2020)

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	1301757	424603	1726360	138326	1588034

Note: Above reports are prepared based on the data provided by the field offices which are subjected to subsequent corrections, if any.

Annexure- IV

Performance Report regarding Reliability Indices

Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (September-2020)

(1) System Average Interruption Duration Index (SAIDI)

September 2020 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	July-20	39424898	1051005	23260917	2557775875	109.96
2	August-20	35156311	992541	23319675	2451206367	105.11
3	September-20	34958080	968436	23396745	2394554147	102.35
	Total	109539289	3011982	69977337	7403536389	105.80

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	July-20	39424898	39424898	23260917	1.69
2	August-20	35156311	35156311	23319675	1.51
3	September-20	34958080	34958080	23396745	1.49
	Total	109539289	109539289	69977337	1.57

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July-20	109.96	1.69	64.88
2	August-20	105.11	1.51	69.72
3	September-20	102.35	1.49	68.50
	Total	105.80	1.57	67.59

Note:-

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