

Report as submitted by
MSEDCL



(A Govt. of Maharashtra Undertaking)
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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/ **No 28639**

Date: **04 NOV 2022**

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 June 2022 quarter.

Reference: Letter No. SE/TRC/SOP/C-20/18886 dtd. 18/07/2022.

Sir,

As per the provisions of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 and Section 59 (1) of Electricity Act 2003, the information regarding Standard of Performance (SoP) for the June 2022 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


Superintending Engineer (TRC)
MSEDCL

Annexure - III
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (June-22 Quarter)

Sr. 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 = c+d	f	g	h = f+g	i = e-h
1	Intimation of charges where supply to dedicated or after extension / augmentation.	Urban	1783	2820	4603	1817	1135	2952	1651
		Rural	19746	17263	37009	11304	12744	24048	12961
2	New connection / add. Load where supply from existing line.		206887	256930	463817	88197	161671	249868	213949
3	New connection / add. Load where supply after extension / augmentation.		159411	16767	176178	6430	11037	17467	158711
4	New connection / add. Load where supply after commissioning of sub-station.		0	0	0	0	0	0	0
5	Shifting of Meter / service line.	Urban	131	101	232	49	37	86	146
		Rural	81	22	103	6	8	14	89
6	Reconnection of supply after payment of dues.	Urban	7581	15277	22858	357	16490	16847	6011
		Rural	5788	11416	17204	218	10459	10677	6527
7	Change of Name		22545	79132	101677	63877	9933	73810	27867
8	Change of category		4397	17523	21920	12553	2002	14555	7365
9	Fuse off call	Urban	28412	525188	553600	121667	405034	526701	26899
		Rural	10621	116106	126727	48124	65094	113218	13509
10	Break down of Over head Line	Urban	23	300	323	65	222	287	36
		Rural	145	798	943	246	484	730	213
11	Underground Cable fault / Bus Riser Fault	Urban	129	600	729	128	405	533	196
		Rural	97	131	228	43	72	115	113
12	Transformer and Associated Switchgear Failure	Urban	292	2606	2898	648	1839	2487	411
		Rural	514	1370	1884	388	994	1382	502
13	Meter Reading		12610	31551	44161	25133	7633	32766	11395
14	Replacement of Faulty Meter	Urban	7825	10804	18629	6798	3299	10097	8532
		Rural	13395	7128	20523	3706	2687	6393	14130
15	Replacement of Burnt Meter	Urban	1248	1848	3096	233	1389	1622	1474
		Rural	1725	1031	2756	245	622	867	1889
16	Billing Complaint		56814	229726	286540	183863	42544	226407	60133
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		3525	30907	34432	6748	24338	31086	3346
17(a)	Complaint of Voltage Variation-Local fault		1242	10050	11292	2132	8073	10205	1087
17(b)	Complaint of Voltage Variation-Net work		140	843	983	149	715	864	119
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		2143	20014	22157	4467	15550	20017	2140

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

Annexure - IV
Report of Individual Complaints where Compensation has been paid
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-22 Quarter)

Sr. No.	Complaint No.	Date of Filing the Complaint/Automatic Compensation	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	233 of 2020 MERC	22.05.2019	284240049145	Shri. Pandurang Mahipati Patil, A/P Aitwade Khurd, Tal. Walwa, Dist. Sangli.	Delay in release of AG Conn.	4.8	7000	04.01.2022

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

Annexure - V

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 -2022)

Sr. No.	Name of the Distribution Licensee	Reference to overall Standards	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 end of Quarter (Nos.)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
1	MSEDCL	7.3	1648125	434389	2082514	169016	1913514

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

Annexure - VI
Report of Installation of Meters
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June -2022)

Sr. No.	Name of the Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)	(9=6+7-8)	(10=4+5+8)	(9+10)
1	MSEDCL	4467299	2906975	7820	1560324	18031	2440	1575915	2917235	4493150

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

Annexure- VII
Performance Report regarding Reliability Indices
Format for Quarterly Reports to be submitted to the Commission by the Distribution Licensee (June-2022)
(1) System Average Interruption Duration Index (SAIDI)

June 2022 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-22	40769666	2335678	23996843	4164617409	173.55
2	May-22	30525374	1664852	24049094	3236558231	134.58
3	June-22	60394399	3063103	24049094	5615047075	233.48
	Total	131689439	7063633	72095031	13016222715	180.54

(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-22	40769666	40769666	23996843	1.70
2	May-22	30525374	30525374	24049094	1.27
3	June-22	60394399	60394399	24049094	2.51
	Total	131689439	131689439	72095031	1.83

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-22	173.55	1.70	102.15
2	May-22	134.58	1.27	106.03
3	June-22	233.48	2.51	92.97
	Total	180.54	1.83	98.84

(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers

Sr.No.	Month	Ni = Number of HT Consumers who experienced a sustained interruption	Ri= Restoration time for each interruption event of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
1	2	3	4	5	6
1	April-22	59131	5211357	5211357	88.13
2	May-22	63033	6233639	6233639	98.89
3	June-22	65455	5176601	5176601	79.09
	Total	187619	16621597	16621597	88.59

Note:-

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