

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 29025

Date: 25 SEP 2023

To,

The Secretary,

Maharashtra Electricity Regulatory Commission,

13<sup>th</sup> Floor, Centre No. 1, World Trade Centre,

Cuffe Parade, Colaba, MUMBAI 400 005.

Subject: Submission of Quarterly information of Standard of Performance for the March 2023 quarter.

Reference: Letter No. SE/TRC/SOP/C-20/17607 dtd. 12/06/2023.

Sir,

As per the provisions of Section 59 (1) (a&b) of Electricity Act 2003 and Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021, the information regarding Standard of Performance (SoP) for the March 2023 quarter 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 (March-23 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	279	1722	2001	1723	81	1804	197
		Rural	11475	8204	19679	8782	5636	14418	5261
2	New connection / add. Load where supply from existing line.		175983	275928	451911	101134	80563	181697	270214
3	New connection / add. Load where supply after extension / augmentation.		147351	16615	163966	5244	14587	19831	144135
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	129	70	199	30	70	100	99
		Rural	90	21	111	14	15	29	82
6	Reconnection of supply after payment of dues.	Urban	887	7989	8876	371	8083	8454	422
		Rural	770	7333	8103	337	7082	7419	684
7	Change of Name		20434	87095	107529	73256	7131	80387	27142
8	Change of category		6014	17685	23699	14018	3526	17544	6155
9	Fuse off call	Urban	21883	255716	277599	58032	201029	259061	18538
		Rural	8316	57676	65992	21491	36173	57664	8328
10	Break down of Over head Line	Urban	7	113	120	26	66	92	28
		Rural	105	522	627	174	346	520	107
11	Underground Cable fault / Bus Riser Fault	Urban	244	401	645	83	303	386	259
		Rural	140	69	209	19	51	70	139
12	Transformer and Associated Switchgear Failure	Urban	242	1231	1473	319	910	1229	244
		Rural	669	883	1552	234	854	1088	464
13	Meter Reading		13617	35333	48950	30711	8272	38983	9967
14	Replacement of Faulty Meter	Urban	11254	8277	19531	5116	3226	8342	11189
		Rural	17607	5877	23484	3280	3897	7177	16307
15	Replacement of Burnt Meter	Urban	1664	1162	2826	217	912	1129	1697
		Rural	2672	735	3407	167	633	800	2607
16	Billing Complaint		75273	317186	392459	286445	53174	339619	52840
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		1798	13227	15025	3033	10395	13428	1597
17(a)	Complaint of Voltage Variation-Local fault		676	5112	5788	1155	4098	5253	535
17(b)	Complaint of Voltage Variation-Net work		105	649	754	140	542	682	72
17(c)	Complaint of Voltage Variation-Expansion/ augmentaion required		1017	7466	8483	1738	5755	7493	990

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 (March-23 Quarter)**

<b>Sr. No.</b>	<b>Complaint No.</b>	<b>Date of Filing the Complaint/Automatic Compensation</b>	<b>Consumer No</b>	<b>Name &amp; Address of Consumer</b>	<b>Nature of Complaint</b>	<b>Reference Standard of Performance</b>	<b>Amount of Compensation (Rs)</b>	<b>Date of Payment of Compensation (DD/MM/YYYY)</b>
<b>.(1)</b>	<b>.(2)</b>	<b>.(3)</b>	<b>.(4)</b>	<b>.(5)</b>	<b>.(6)</b>	<b>.(7)</b>	<b>.(8)</b>	<b>.(9)</b>
1	112 of 2022	01.11.2022	279552001332	Shri. Akaram Maruti Bhosale, Gat No 115 ,Payappachivadi, Tal Miraj, Dist Sangli	Delay in getting AG connection	Annexure II Point No. 1 (ii)	7000	02.02.2023
2	119 of 2022	23.11.2022	279552003220	Shri. Shamrao Datttray Gurav, Gat No 157/2, Kavthemahankal Road, Khanderajuri, Tal Miraj, Dist Sangli	Delay in getting AG connection	Annexure II Point No. 1 (i) & (ii)	625	14.02.2023
3	43 of 2022	26.04.2022	279552002312	Shri. Ganapati Kondiba Koli Gat No 443,KhanderajuriTal Miraj Dist Sangli	Delay in getting AG connection	Annexure II Point No. 1 (ii)	200	02.02.2023

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 Return to be submitted to the Commission by the Distribution Licensee (March-23 Quarter)**

<b>Sr. No.</b>	<b>Name of the Distribution Licensee</b>	<b>Reference to overall Standards</b>	<b>Faulty Meters at the start of the Quarter (Nos.)</b>	<b>Faulty Meters added during the Quarter (Nos.)</b>	<b>Total Faulty Meters (Nos.)</b>	<b>Meters Rectified / Replaced (Nos.)</b>	<b>Faulty Meters pending at end of Quarter (Nos.)</b>
.(1)	.(2)	.(3)	.(4)	.(5)	.(6)	.(7)	.(8)
1	MSEDCL	Annexure II Point No. 3 (ii)	2044174	312732	2356906	312493	2044413

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 Return to be submitted to the Commission by the Distribution Licensee (March-23 Quarter)**

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	4543966	2940389	18281	1603577	40301	2729	1641149	2961399	4602548

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 Return to be submitted to the Commission by the Distribution Licensee (March-23 Quarter)

**(1) System Average Interruption Duration Index (SAIDI)**

March 2023 Quarter

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i <sup>th</sup> feeder	Ri = Restoration time for each interruption event on i <sup>th</sup> feeder	Nt = Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = (6)/(5)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>
1	January-23	25672469	1585128	24440407	2651783739	108.50
2	February-23	21865006	1379133	24440407	2087591475	85.42
3	March-23	29274910	1499098	24598715	2579772783	104.87
	<b>Total</b>	<b>76812385</b>	<b>4463359</b>	<b>73479529</b>	<b>7319147997</b>	<b>99.61</b>

**(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)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	January-23	25672469	25672469	24440407	1.05
2	February-23	21865006	21865006	24440407	0.89
3	March-23	29274910	29274910	24598715	1.19
	<b>Total</b>	<b>76812385</b>	<b>76812385</b>	<b>73479529</b>	<b>1.05</b>

**(3) Customer Average Interruption Duration Index (CAIDI)**

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1	January-23	108.50	1.05	103.29
2	February-23	85.42	0.89	95.48
3	March-23	104.87	1.19	88.12
	<b>Total</b>	<b>99.61</b>	<b>1.05</b>	<b>95.29</b>

**(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)
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
1	January-23	46314	4617047	4617047	99.69
2	February-23	44385	4491406	4491406	101.19
3	March-23	56306	4565267	4565267	81.08
	<b>Total</b>	<b>147005</b>	<b>13673720</b>	<b>13673720</b>	<b>93.02</b>

Note:-

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