

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 29330

Date: 22 OCT 2019

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 June 2019 quarter.

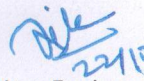
Reference: Letter No. SE/TRC/SOP/C-20/20249 dtd 19/07/2019.

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 June 2019 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

  
22/10  
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 (June-2019)**

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	456475	366712	823187	197508	117290	314798	508389
2	4.4	Intimation of charges where supply from existing lines.	MSEDCL	396329	366712	763041	318662	42539	361201	401840
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	MSEDCL	7392	6168	13560	5860	2512	8372	5188
4	4.7	New connection / add. Load where supply from existing line.	MSEDCL	364852	235978	600830	156734	112585	269319	331511
5	4.8	New connection / add. Load where supply after extension / augmentation.	MSEDCL	56320	5086	61406	2278	5649	7927	53479
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	MSEDCL	520	38651	39171	38665	26	38691	480
7	4.12	Shifting of Meter / service line.	MSEDCL	530	245	775	30	131	161	614
8	6.10.	Reconnection of supply after payment of dues.	MSEDCL	402	92361	92763	92110	106	92216	547
9	4.13	Change of Name	MSEDCL	4589	34812	39401	37677	816	38493	908
10	4.13	Change of category	MSEDCL	1618	190	1808	80	373	453	1355
11	5.4 (a)	Complaint of Voltage Variation-Local fault	MSEDCL	7493	17671	25164	3802	10487	14289	10875
12	5.4 (b)	Complaint of Voltage Variation-Net work	MSEDCL	557	538	1095	237	336	573	522
13	5.4 (c)	Complaint of Voltage Variation-Expansion/ augmentation required	MSEDCL	4700	8481	13181	4918	3241	8159	5022
14	6.1	Fuse off call	MSEDCL	73032	362264	435296	105577	239844	345421	89875
15	6.2	Break down of Over head line	MSEDCL	280	185	465	14	206	220	245
16	6.3	Underground Cable fault	MSEDCL	217	265	482	22	200	222	260
17	6.4	Transformer Failure	MSEDCL	1868	2990	4858	560	1890	2450	2408
18	7.2	Meter Reading	MSEDCL	52066	11609	63675	2244	13995	16239	47436
19	7.3	Replacement of Faulty Meter	MSEDCL	35845	15051	50896	703	16914	17617	33279
20	7.4	Replacement of Burnt Meter	MSEDCL	3045	1793	4838	118	1410	1528	3310
21	7.6 , 7.7	Billing Complaint	MSEDCL	117595	70084	187679	12216	58436	70652	117027

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-2019)**

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	65 of 2018 CGRF	31-12-2018	319879062890	M/s Gokul Jimning Hiwarkhed, Taluka Telhara, Dist. Akola	SD Refund	6.9	58340	22.05.2019
2	731	30-01-2019	318730652160	Shri Gajanan Agro Industries, Akot, Taluka Akot, Dist. Akola	Load Reduction	4.14	2100	22.05.2019
1	93 of 2018 Nagpur Ombudsman	27-02-2019	290060003538	Sachin Pralhad Dhule at Village Eklara Banoda,, Taluka Sangrampur, Dist. Buldhana.	Delay In Connection (Agricultural)	4	8914	Paid Vide Cheque No. 070169 dtd. 14.06.2019

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 (June -2019)**

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	1381548	410287	1791835	478545	1313290

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 (June-2019)**

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

June 19 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)
1	2	3	4	5	6	7
1	April-19	34563113	8295210	20427168	5471133375	267.84
2	May-19	28500552	8050140	20210666	5005113150	247.65
3	June-19	23374845	5307015	19654419	3715803150	189.06
	<b>Total</b>	86438510	21652365	60292253	14192049675	235.39

**(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-19	34563113	34563113	20427168	1.69
2	May-19	28500552	28500552	20210666	1.41
3	June-19	23374845	23374845	19654419	1.19
	<b>Total</b>	86438510	86438510	60292253	1.43

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

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April-19	267.84	1.69	158.29
2	May-19	247.65	1.41	175.61
3	June-19	189.06	1.19	158.97
	<b>Total</b>	235.39	1.43	164.19

Note:-

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