

Annexure - III

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee (December-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	106	5221	5327	5215	47	5262	65
		Rural	8328	6608	14936	6762	2823	9585	5351
2	New connection / add. Load where supply from existing line.		125070	154298	279368	101672	15587	117259	162109
3	New connection / add. Load where supply after extension / augmentation.		132386	20705	153091	9699	6029	15728	137363
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	2	60	62	56	6	62	0
		Rural	1	25	26	23	1	24	2
6	Reconnection of supply after payment of dues.*	Urban	418	1572	1990	110	1397	1507	483
		Rural	755	1275	2030	54	1227	1281	749
7	Change of Name		20683	81632	102315	79739	7907	87646	14669
8	Change of category		6437	12919	19356	10977	4135	15112	4244
9	Fuse off call	Urban	1554	316171	317725	267290	49737	317027	698
		Rural	999	78080	79079	74877	3924	78801	278
10	Break down of Over head Line	Urban	1	171	172	144	28	172	0
		Rural	5	473	478	437	40	477	1
11	Underground Cable fault / Bus Riser Fault	Urban	13	609	622	490	129	619	3
		Rural	2	156	158	149	8	157	1
12	Transformer and Associated Switchgear Failure	Urban	15	1607	1622	1150	465	1615	7
		Rural	24	1458	1482	1133	334	1467	15
13	Meter Reading		413	20871	21284	20959	0	20959	325
14	Replacement of Faulty Meter	Urban	97	5022	5119	5045	0	5045	74
		Rural	138	3998	4136	4004	1	4005	131
15	Replacement of Burnt Meter	Urban	116	7970	8086	6157	1830	7987	99
		Rural	143	6241	6384	4507	1623	6130	254
16	Billing Complaint		4172	255565	259737	254433	952	255385	4352
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		126	17665	17791	14493	3245	17738	53
17(a)	Complaint of Voltage Variation-Local fault		34	6100	6134	4995	1124	6119	15
17(b)	Complaint of Voltage Variation-Net work		3	893	896	688	206	894	2
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		89	10672	10761	8810	1915	10725	36

Note:

* Supply reconnected on the same day but updated in system on later date

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 (December-23 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	18 of 2023	17.07.2023	270200004245	Haribhau Digambar Khapare, Shivatirth, Near Sai Prasad Mangal Karyalaya,Vidyanagar, Jath, Dist Sangli - 416404	Delay in getting AG bill	Annexure II Point No. 5 (ii) i)	19.20	Amount credited through B-80 on 01.09.2023

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 (December-23 Quarter)

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	Annexure II Point No. 3 (ii)	2147753	299859	2447612	269906	2177706

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 (December-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	4698125	2994625	8134	1703500	11969	1456	1714013	3004215	4718228

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 (December-23 Quarter)

(1) System Average Interruption Duration Index (SAIDI)

December 2023 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	October-23	29191381	1529490	25290703	2668447217	105.51
2	November-23	25124901	1483750	25368703	2335993112	92.08
3	December-23	21123438	1349063	25438150	2139376246	84.10
	Total	75439720	4362303	76097556	7143816575	93.88

(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-23	29191381	29191381	25290703	1.15
2	November-23	25124901	25124901	25368703	0.99
3	December-23	21123438	21123438	25438150	0.83
	Total	75439720	75439720	76097556	0.99

(3) Customer Average Interruption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	October-23	105.51	1.15	91.41
2	November-23	92.08	0.99	92.98
3	December-23	84.10	0.83	101.28
	Total	93.88	0.99	94.70

(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	October-23	56154	4965466	4965466	88.43
2	November-23	54484	4960448	4960448	91.04
3	December-23	47920	4689018	4689018	97.85
	Total	158558	14614932	14614932	92.17

Note:-

The indices are computed based on the data fetched by the System which is subjected to subsequent updation, if any.