

**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-24 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	71	22490	22561	22335	54	22389	172
		Rural	6786	74016	80802	72499	6953	79452	1350
2	New connection / add. Load where supply from existing line.		138240	240608	378848	297814	23323	321137	57711
3	New connection / add. Load where supply after extension / augmentation.		113050	56983	170033	30282	25091	55373	114660
4	New connection / add. Load where supply after commissioning of sub-station.		0	1001	1001	44	0	44	957
5	Shifting of Meter / service line	Urban	0	76	76	67	6	73	3
		Rural	2	24	26	23	3	26	0
6	Reconnection of supply after payment of dues.*	Urban	483	3015	3498	205	2291	2496	1002
		Rural	749	2400	3149	106	1968	2074	1075
7	Change of Name		13663	96221	109884	90999	3748	94747	15137
8	Change of category		4671	12625	17296	11148	2648	13796	3500
9	Fuse off call	Urban	698	292034	292732	240270	50360	290630	2102
		Rural	278	70193	70471	65792	3708	69500	971
10	Break down of Over head Line	Urban	0	101	101	79	21	100	1
		Rural	1	345	346	316	26	342	4
11	Underground Cable fault / Bus Riser Fault	Urban	3	564	567	473	92	565	2
		Rural	1	138	139	127	11	138	1
12	Transformer and Associated Switchgear Failure	Urban	7	1466	1473	1006	451	1457	16
		Rural	15	1053	1068	762	291	1053	15
13	Meter Reading		325	23491	23816	23543	5	23548	268
14	Replacement of Faulty Meter	Urban	74	5220	5294	5215	2	5217	77
		Rural	131	3564	3695	3602	14	3616	79
15	Replacement of Burnt Meter	Urban	254	5538	5792	4005	1501	5506	286
		Rural	99	7296	7395	5690	1585	7275	120
16	Billing Complaint		4352	289629	293981	289465	991	290456	3525
17	Quality of Supply (Specify the Parameter) (17a+17b+17c)		53	16540	16593	13338	3047	16385	208
17(a)	Complaint of Voltage Variation-Local fault		15	5874	5889	4703	1127	5830	59
17(b)	Complaint of Voltage Variation-Net work		2	896	898	712	183	895	3
17(c)	Complaint of Voltage Variation-Expansion/ augmentation required		36	9770	9806	7923	1737	9660	146

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 (March-24 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>
NIL								

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-24 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)	2177706	286974	2464680	269663	2195017

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-24 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	4717295	3003463	16011	1713832	9885	1382	1722335	3020856	4743191

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-24 Quarter)

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

March 2024 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-24	22530975	1406046	25496688	2234363180	87.63
2	February-24	20487559	1308114	25554125	1999244582	78.24
3	March-24	28554689	1684570	25571079	2774174488	108.49
	<b>Total</b>	<b>71573223</b>	<b>4398730</b>	<b>76621892</b>	<b>7007782250</b>	<b>91.46</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-24	22530975	22530975	25496688	0.88
2	February-24	20487559	20487559	25554125	0.80
3	March-24	28554689	28554689	25571079	1.12
	<b>Total</b>	<b>71573223</b>	<b>71573223</b>	<b>76621892</b>	<b>0.93</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-24	87.63	0.88	99.17
2	February-24	78.24	0.80	97.58
3	March-24	108.49	1.12	97.15
	<b>Total</b>	<b>91.46</b>	<b>0.93</b>	<b>97.91</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-24	48538	4737329	4737329	97.60
2	February-24	47521	4743526	4743526	99.82
3	March-24	52256	4658596	4658596	89.15
	<b>Total</b>	<b>148315</b>	<b>14139451</b>	<b>14139451</b>	<b>95.33</b>

Note:-

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