

For Year 2012-13

2. Quality of service :

| 2.1 | Provisions of Supply As per norms in Regulations 4.1 to 4.7 of SOP | Total No. of requests received | No.(%) where service was provided within stipulated time, | | | | | |
|-----|--|--------------------------------|---|--------------|-----------------------|--------------|---------------------|--------------|
| | | | Inspection of applicant's premises | | Intimation of charges | | Provision of supply | |
| | | | No. | (%) | No. | (%) | No. | (%) |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| 1 | Bhandup | 69751 | 69751 | 100.0% | 69711 | 100.0% | 69322 | 99.4% |
| 2 | Kalyan | 100574 | 98374 | 97.8% | 89459 | 88.9% | 76703 | 76.3% |
| 3 | Ratnagiri | 27718 | 27660 | 99.8% | 27598 | 99.6% | 27540 | 99.4% |
| 4 | Kolhapur | 74334 | 74261 | 99.9% | 73780 | 99.3% | 69049 | 92.9% |
| 5 | Latur | 34614 | 34614 | 100.0% | 34614 | 100.0% | 34614 | 100.0% |
| 6 | Nashik | 131519 | 131519 | 100.0% | 128741 | 98.0% | 121536 | 92.0% |
| 7 | Pune | 127348 | 127348 | 100.0% | 126925 | 99.7% | 12740 | 99.9% |
| 8 | Amravati | 97523 | 94180 | 96.6% | 90173 | 96.0% | 82236 | 91.2% |
| 9 | Aurangabad | 25688 | 25688 | 100.0% | 25688 | 100.0% | 25688 | 100.0% |
| 10 | Nagpur (R) | 39979 | 39947 | 99.9% | 39529 | 99.0% | 38266 | 96.8% |
| 11 | Nagpur (U) | 26377 | 26377 | 100.0% | 26377 | 100.0% | 26377 | 100.0% |
| 12 | Jalgaon | 46753 | 46753 | 100.0% | 46564 | 99.6% | 46410 | 99.3% |
| 13 | Baramati | 116657 | 116657 | 100.0% | 114662 | 98.3% | 111257 | 95.0% |
| 14 | Nanded | 26449 | 26447 | 100.0% | 26331 | 99.6% | 26135 | 98.8% |
| | Total (MSEDCL) | 945284 | 939576 | 99.4% | 920152 | 97.3% | 767873 | 81.2% |

| For Year 2012-13 | | | | | | | | | | | | | |
|------------------|--|---------------------------|--|--------------|---|--|--------------|---------------------------|--|--------------|----------------------------|--|--------------|
| 2.2 | Restoration of supply: As per norms in Regulations 6.1 to 6.4 of SOP | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| | | Normal Fuse off calls | | | (33kv/22kv/11kv/415v) Overhead line Breakdown | | | DTR failure | | | Underground cable fault | | |
| | | No. of Incidences/ Events | No.(%) where supply was restored within stipulated time. | | No. of Incidences/ Events | No.(%) where supply was restored within stipulated time. | | No. of Incidences/ Events | No.(%) where supply was restored within stipulated time. | | No. of Incidence s/ Events | No.(%) where supply was restored within stipulated time. | |
| | | | No. | (%) | | No. | (%) | | No. | (%) | | No. | (%) |
| 1 | Bhandup | 127325 | 127309 | 100.0% | 5030 | 4978 | 99.0% | 169 | 169 | 100.0% | 20187 | 19953 | 98.8% |
| 2 | Kalyan | 193837 | 193120 | 99.6% | 5480 | 5324 | 97.2% | 745 | 727 | 97.6% | 275 | 275 | 100.0% |
| 3 | Ratnagiri | 215210 | 213974 | 99.4% | 21023 | 21019 | 100.0% | 318 | 318 | 100.0% | 0 | 0 | 0.0% |
| 4 | Kolhapur | 525849 | 518658 | 98.6% | 16781 | 16749 | 99.8% | 1338 | 1334 | 99.7% | 28 | 28 | 100.0% |
| 5 | Latur | 130836 | 130836 | 100.0% | 8394 | 8394 | 100.0% | 3026 | 3026 | 100.0% | 0 | 0 | 0.0% |
| 6 | Nashik | 243139 | 243139 | 100.0% | 20629 | 20137 | 98.0% | 5975 | 5928 | 99.0% | 394 | 394 | 100.0% |
| 7 | Pune | 162543 | 162543 | 100.0% | 11435 | 11435 | 100.0% | 830 | 830 | 100.0% | 1996 | 1996 | 100.0% |
| 8 | Amravati | 485147 | 484545 | 99.9% | 22141 | 22106 | 99.8% | 3598 | 3581 | 99.5% | 50 | 50 | 100.0% |
| 9 | Aurangabad | 55576 | 53352 | 96.0% | 2384 | 2288 | 96.0% | 2512 | 2411 | 96.0% | 0 | 0 | 0.0% |
| 10 | Nagpur (R) | 185960 | 181826 | 97.8% | 7353 | 7307 | 99.0% | 898 | 898 | 100.0% | 11 | 11 | 100.0% |
| 11 | Nagpur (U) | 128107 | 128107 | 100.0% | 1243 | 1243 | 100.0% | 207 | 207 | 100.0% | 167 | 167 | 100.0% |
| 12 | Jalgaon | 140535 | 140423 | 99.9% | 16229 | 16191 | 99.8% | 4047 | 3988 | 98.5% | 8 | 8 | 100.0% |
| 13 | Baramati | 166366 | 166366 | 100.0% | 14014 | 14014 | 100.0% | 4279 | 4279 | 100.0% | 13 | 13 | 100.0% |
| 14 | Nanded | 47055 | 46463 | 98.7% | 1033 | 1031 | 99.8% | 2622 | 2607 | 99.4% | 0 | 0 | 0.0% |
| | Total (MSEDCL) | 2807485 | 2790661 | 99.4% | 153169 | 152216 | 99.4% | 30564 | 30303 | 99.1% | 23129 | 22895 | 99.0% |

| For Year 2012-13 | | | | |
|------------------|---|----------------------------------|---|--------------|
| 2.3 | Restoration of supply in case of Burnt Metars, as per norms in Regulations 7.1 of SOP | Total no. of Complaints Received | No.(%) where defect was rectified within stipulated time. | |
| | | | No. | (%) |
| 1 | Bhandup | 12772 | 12740 | 99.7% |
| 2 | Kalyan | 3968 | 3968 | 100.0% |
| 3 | Ratnagiri | 2139 | 2138 | 100.0% |
| 4 | Kolhapur | 7572 | 7557 | 99.8% |
| 5 | Latur | 3250 | 3250 | 100.0% |
| 6 | Nashik | 9059 | 9059 | 100.0% |
| 7 | Pune | 7148 | 7148 | 100.0% |
| 8 | Amravati | 5674 | 5674 | 100.0% |
| 9 | Aurangabad | 1384 | 1323 | 96.0% |
| 10 | Nagpur (R) | 1246 | 1232 | 98.9% |
| 11 | Nagpur (U) | 503 | 503 | 100.0% |
| 12 | Jalgaon | 7509 | 7504 | 99.9% |
| 13 | Baramati | 13847 | 13847 | 100.0% |
| 14 | Nanded | 2375 | 2375 | 100.0% |
| | Total (MSEDCL) | 78446 | 78318 | 99.8% |

| For Year 2012-13 | | | | |
|------------------|---|---|--|--------------|
| 2.4 | Reconnection of Disconnected Consumers, as per SOP norms Regulations 7.2 of SOP | Total; No. of Requests /Complaints Received | No.(%) where supply was restored within stipulated time. | |
| | | | No. | (%) |
| 1 | Bhandup | 118211 | 117548 | 99.0% |
| 2 | Kalyan | 85905 | 83913 | 97.7% |
| 3 | Ratnagiri | 22629 | 22629 | 100.0% |
| 4 | Kolhapur | 47297 | 47297 | 100.0% |
| 5 | Latur | 7662 | 7662 | 100.0% |
| 6 | Nashik | 66217 | 66216 | 100.0% |
| 7 | Pune | 177542 | 177542 | 100.0% |
| 8 | Amravati | 40153 | 40153 | 100.0% |
| 9 | Aurangabad | 20052 | 20052 | 100.0% |
| 10 | Nagpur (R) | 48438 | 48334 | 99.8% |
| 11 | Nagpur (U) | 15863 | 15863 | 100.0% |
| 12 | Jalgaon | 22971 | 22925 | 99.8% |
| 13 | Baramati | 42541 | 42541 | 100.0% |
| 14 | Nanded | 13695 | 13695 | 100.0% |
| | Total (MSEDCL) | 729176 | 726370 | 99.6% |

| For Year 2012-13 | | | |
|------------------------|--|---|--|
| 3. Quality of supply : | | | |
| 3.1 | Voltage related complaints, as per norms in Regulations 5.1 of SOP | Total No. of Incidences / Events. | |
| | | Voltage variation outside the specified range | Hamonics beyond control level, at the point of supply. |
| 1 | Bhandup | 62 | 2 |
| 2 | Kalyan | 685 | 61 |
| 3 | Ratnagiri | 30 | 3 |
| 4 | Kolhapur | 1898 | 0 |
| 5 | Latur | 7 | 0 |
| 6 | Nashik | 434 | 41 |
| 7 | Pune | 379 | 30 |
| 8 | Amravati | 508 | 204 |
| 9 | Aurangabad | 0 | 0 |
| 10 | Nagpur (R) | 76 | 0 |
| 11 | Nagpur (U) | 3 | 0 |
| 12 | Jalgaon | 553 | 170 |
| 13 | Baramati | 518 | 0 |
| 14 | Nanded | 148 | 49 |
| | Total (MSEDCL) | 5301 | 560 |

For Year 2012-13

| 4. Other Services : | | | | | | | | | | | | | |
|----------------------------|---|--|---|--------------|---|---|---------------|--|---|--------------|--|---|--------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 4.1 | Time Period for other services, from the date of application, as per provisions of Regulations 9 of SOP | Change of Name, as per Regulation 9.2 of SOP | | | Change of Tariff Category, as per Regulation 9.2 of SOP | | | Reduction in Contract Demand, as per Regulation 9.3 of SOP | | | Closure of Account, as per Regulation 9.3 of SOP | | |
| | | Tota; No. of Requests /Complaints Received | No.(%) where service was restored within stipulated time. | | Tota; No. of Requests /Complaints Received | No.(%) where service was restored within stipulated time. | | Tota; No. of Requests /Complaints Received | No.(%) where service was restored within stipulated time. | | Tota; No. of Requests /Complaints Received | No.(%) where service was restored within stipulated time. | |
| | | | No. | (%) | | No. | (%) | | No. | (%) | | No. | (%) |
| | | 1 | Bhandup | 42472 | 41998 | 98.9% | 2878 | 2877 | 100.0% | 227 | 223 | 98.0% | 5071 |
| 2 | Kalyan | 22729 | 20986 | 92.3% | 1853 | 1850 | 99.8% | 183 | 174 | 95.1% | 3414 | 3406 | 99.8% |
| 3 | Ratnagiri | 2098 | 2063 | 98.3% | 707 | 703 | 99.4% | 66 | 66 | 100.0% | 1830 | 1830 | 100.0% |
| 4 | Kolhapur | 2330 | 2330 | 100.0% | 3378 | 3376 | 99.9% | 320 | 320 | 100.0% | 3730 | 3730 | 100.0% |
| 5 | Latur | 328 | 328 | 100.0% | 680 | 680 | 100.0% | 43 | 43 | 100.0% | 5 | 5 | 100.0% |
| 6 | Nashik | 7792 | 7713 | 99.0% | 3003 | 3003 | 100.0% | 1373 | 1373 | 100.0% | 5874 | 5874 | 100.0% |
| 7 | Pune | 35077 | 35077 | 100.0% | 3882 | 3882 | 100.0% | 44 | 44 | 100.0% | 8800 | 8800 | 100.0% |
| 8 | Amravati | 2371 | 2371 | 100.0% | 3808 | 3808 | 100.0% | 92 | 92 | 100.0% | 752 | 752 | 100.0% |
| 9 | Aurangabad | 40 | 40 | 100.0% | 24 | 24 | 100.0% | 0 | 0 | 0.0% | 1 | 1 | 100.0% |
| 10 | Nagpur (R) | 578 | 573 | 99.0% | 316 | 316 | 100.0% | 27 | 27 | 100.0% | 114 | 114 | 100.0% |
| 11 | Nagpur (U) | 1756 | 1756 | 100.0% | 971 | 971 | 100.0% | 5 | 5 | 100.0% | 101 | 101 | 100.0% |
| 12 | Jalgaon | 932 | 926 | 99.4% | 619 | 619 | 100.0% | 251 | 250 | 99.6% | 234 | 234 | 100.0% |
| 13 | Baramati | 1956 | 1956 | 100.0% | 1900 | 1900 | 100.0% | 231 | 231 | 100.0% | 1141 | 1141 | 100.0% |
| 14 | Nanded | 757 | 735 | 97.1% | 562 | 560 | 99.6% | 61 | 61 | 100.0% | 36 | 36 | 100.0% |
| | Total (MSEDCL) | 121216 | 118852 | 98.0% | 24581 | 24569 | 100.0% | 2923 | 2909 | 99.5% | 31103 | 31052 | 99.8% |

| For Year 2012-13 | | | | | | | | | | |
|---|----------------------|---|--|-------------|--|-------------|-------------------------------|---------------|---|----------|
| 5. Payment of Compensation to Persons/Consumers :- | | | | | | | | | | |
| DETAILS/DESCRIPTION (As per Regulation 12 and Appendix 'A' of SOP, for instances of violation of SOP norms) | Name of Zone | Total Number of cases of compensation paid by the Company (No.) | Compensation actually paid to Applicants/Consumers for violations of SOP norms | | | | | | Number of cases of compensation pending (No.) | |
| | | | By the Company on its own knowledge of default | | On Applicant's claim for the compensation, without dispute | | On decision by CGRF/Ombudsman | | | |
| | | | Number of cases | paid in Rs. | Number of cases | paid in Rs. | Number of cases | paid in Rs. | | |
| | | | 1 | 2 | 3 | 4 | 5 | 6 | | 7 |
| 5.1 For delay in period for provision/giving Supply, as per norms in Regulations 4.1 to 4.7 of SOP. | Bhandup | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Kalyan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Ratnagiri | 4 | 0 | 0 | 0 | 0 | 4 | 12800 | 0 | 0 |
| | Kolhapur | 17 | 0 | 0 | 0 | 0 | 17 | 22240 | 0 | 0 |
| | Latur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nashik | 6 | 0 | 0 | 0 | 0 | 6 | 22100 | 0 | 0 |
| | Pune | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Amravati | 8 | 1 | 600 | 0 | 0 | 7 | 43243 | 0 | 0 |
| | Aurangabad | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nagpur (R) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nagpur (U) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Jalgaon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Baramati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nanded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total(MSEDCL) | 35 | 1 | 600 | 0 | 0 | 34 | 100383 | 0 | 0 |
| 5.2 For delay in period for provision/giving Supply, as per norms in Regulations 6.1 to 6.4 of SOP. | Bhandup | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Kalyan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Ratnagiri | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Kolhapur | 1 | 0 | 0 | 0 | 0 | 1 | 17521 | 0 | 0 |
| | Latur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nashik | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Pune | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Amravati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Aurangabad | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nagpur (R) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nagpur (U) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Jalgaon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Baramati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nanded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total(MSEDCL) | 1 | 0 | 0 | 0 | 0 | 1 | 17521 | 0 | 0 |

| For Year 2012-13 | | | | | | | | | | |
|---|----------------------|---|--|-------------|--|-------------|-------------------------------|-------------|---|----------|
| 5. Payment of Compensation to Persons/ Consumers :- | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| DETAILS/DESCRIPTION (As per Regulation 12 and Appendix 'A' of SOP, for instances of violation of SOP norms) | Name of Zone | Total Number of cases of compensation paid by the Company (No.) | Compensation actually paid to Applicants/Consumers for violations of SOP norms | | | | | | Number of cases of compensation pending (No.) | |
| | | | By the Company on its own knowledge of default | | On Applicant's claim for the compensation, without dispute | | On decision by CGRF/Ombudsman | | | |
| | | | Number of cases | paid in Rs. | Number of cases | paid in Rs. | Number of cases | paid in Rs. | | |
| 5.5 For not maintaining the Consumer Charter/ Services or Other Services as per norms in Regulations 8 as well as 9 of SOP. | Bhandup | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Kalyan | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Ratnagiri | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Kolhapur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Latur | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nashik | 5 | 0 | 0 | 0 | 0 | 5 | 19100 | 0 | 0 |
| | Pune | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Amravati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Aurangabad | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nagpur (R) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nagpur (U) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Jalgaon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Baramati | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Nanded | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total(MSEDCL) | 5 | 0 | 0 | 0 | 0 | 0 | 5 | 19100 | 0 |