

For Year 2008-09					
2.1	Provision of supply : As per norms in Regulations 4.1 to 4.7 of SOP	1	2	3	4
		Tota; No. of requests received	No.(%) where service was provided within stipulated time		
			Inspection of applicant's premises	Intimation of charges	Provision of supply
1	Bhandup	52461	100%	99.76%	99.37%
2	Kalyan	70917	100%	100%	100%
3	Ratnagiri	24019	99.97%	99.97%	99.97%
4	Kolhapur	69413	99.86%	98.03%	93.50%
5	Latur	102286	100%	85.66%	97.28%
6	Nashik	98950	100%	98.66%	95.67%
7	Pune	65566	100%	100%	98%
8	Akola	34152	100%	100%	100%
9	Aurangabad	40334	98.87%	97.95%	95.97%
10	Nagpur®	90930	100%	100%	99%
11	Nagpur (U)	29306	100%	99.00%	99.00%
	Total (MSEDCL)	678334	99.88%	98.09%	97.98%

For Year 2008-09									
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
		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	No. of Incidences/ Events	No.(%) where supply was restored within	No. of Incidences/ Events	No.(%) where supply was restored within stipulated	No. of Incidences/ Events	No.(%) where supply was restored within
1	Bhandup	148894	99.78%	16147	99.95%	296	98.98%	19274	99.87%
2	Kalyan	125614	100%	6969	100%	1224	100%	35	100%
3	Ratnagiri	195912	100%	30159	100%	394	100%	0	0
4	Kolhapur	542113	98.70%	45331	96%	1828	96.56%	17	100%
5	Latur	180896	100%	14192	99.48%	2995	100%	0	0
6	Nashik	211372	100%	38563	100%	31451	96.67%	553	100%
7	Pune	154329	100%	10253	100%	2018	100%	1698	100%
8	Akola	93494	100%	5781	100%	1218	100%	4	100%
9	Aurangabad	116203	98.23%	11175	99.05%	3439	100%	77	100%
10	Nagpur ®	475565	99%	8288	99%	1351	100%	22	100%
11	Nagpur (U)	2066547	99.48%	3398	99.98%	2654	99.49%	11	66.10%
	Total (MSEDCL)	4310939	99.56%	190256	99.41%	48868	99.25%	21691	96.22%

For Year 2008-09			
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.
1	Bhandup	2995	99.70%
2	Kalyan	6366	100%
3	Ratnagiri	3094	100%
4	Kolhapur	2873	99%
5	Latur	5369	100%
6	Nashik	5965	100%
7	Pune	6659	100%
8	Akola	981	100%
9	Aurangabad	5238	98.97%
10	Nagpur ®	2497	100%
11	Nagpur (U)	530	98.96%
	TOTAL (MSEDCL)	42567	99.69%

For Year 2008-09			
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.
1	Bhandup	35653	99.84%
2	Kalyan	100192	100%
3	Ratnagiri	4287	100%
4	Kolhapur	25129	97.50%
5	Latur	53606	100%
6	Nashik	44422	100%
7	Pune	61059	100%
8	Akola	11296	100%
9	Aurangabad	40293	100%
10	Nagpur ®	17214	100%
11	Nagpur (U)	15682	99.95%
	TOTAL (MSEDCL)	408833	99.75%

For year 2008-09			
3 Quality of service :			
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	822	0
2	Kalyan	442	0
3	Ratnagiri	45	0
4	Kolhapur	379	0
5	Latur	45	0
6	Nashik	314	0
7	Pune	294	0
8	Akola	0	0
9	Aurangabad	53	0
10	Nagpur ®	183	2
11	Nagpur (U)	20	2
TOTAL (MSEDCL)		2597	4

For Year 2008-09

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)	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.		
5.1 For delay in period for provision/giving Supply, as per norms in Regulations 4.1 to 4.7 of SOP.									
1 Bhandup	0	0	0	0	0	0	0	0	0
2 Kalyan	4	0	0	0	0	0	4	4900	0
3 Ratnagiri	0	0	0	0	0	0	0	0	0
4 Kolhapur	10	0	0	0	0	0	11	69700	0
5 Latur	0	0	0	0	0	0	0	0	0
6 Nashik	1	1	10000	0	0	0	0	0	0
7 Pune	0	0	0	0	0	0	0	0	0
8 Akola	1	0	0	0	0	0	1	44800	0
9 Aurangabad	0	0	0	0	0	0	5	1650	0
10 Nagpur @	0	0	0	0	0	0	1	16310	0
11 Nagpur (U)	0	0	0	0	0	0	0	0	0
TOTAL (MSEDCL)	16	1	10000	0	0	0	22	137360	0
5.2 For delay in period for provision/giving Supply, as per norms in Regulations 6.1 to 6.7 of SOP.									
1 Bhandup	0	0	0	0	0	0	0	0	0
2 Kalyan	0	0	0	0	0	0	0	0	0
3 Ratnagiri	0	0	0	0	0	0	0	0	0
4 Kolhapur	0	0	0	0	0	0	0	0	0
5 Latur	0	0	0	0	0	0	0	0	0
6 Nashik	0	0	0	0	0	0	0	0	0
7 Pune	0	0	0	0	0	0	2	4150	0
8 Akola	0	0	0	0	0	0	12	62400	0
9 Aurangabad	0	0	0	0	0	0	2	10501	0
10 Nagpur @	0	0	0	0	0	0	0	0	0
11 Nagpur (U)	0	0	0	0	0	0	0	0	0
TOTAL (MSEDCL)	0	0	0	0	0	0	16	77051	0

For Year 2008-09								
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)	1 Total Number of cases of compensation paid by the Company (No.)	2 Compensation actually paid to Applicants/Consumers for violations of SOP norms						8 Number of cases of compensation pending (No.)
		3 By the Company on its own knowledge		4 On Applicant's claim for the		6 On decision by CGRF/Ombudsman		
		2 Number of cases	3 paid in Rs.	4 Number of cases	5 paid in Rs.	6 Number of cases	7 paid in Rs.	
5.5 For delay in period for provision/giving Supply, as per norms in Regulations 8 as well as 9 of SOP.								
1 Bhandup	0	0	0	0	0	0	0	0
2 Kalyan	0	0	0	0	0	0	0	0
3 Ratnagiri	0	0	0	0	0	0	0	0
4 Kolhapur	0	0	0	0	0	0	0	0
5 Latur	0	0	0	0	0	0	0	0
6 Nashik	0	0	0	0	0	0	0	0
7 Pune	0	0	0	0	0	2	8400	0
8 Akola	1	0	0	0	0	1	3000	0
9 Aurangabad	0	0	0	0	0	1	23205	0
10 Nagpur @	0	0	0	0	0	0	0	0
11 Nagpur (U)	0	0	0	0	0	0	0	0
TOTAL (MSEDCL)	1	0	0	0	0	4	34605	0