

For Year 2010-11

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	87270	87270	100	87182	99.90	85545	98.02
2	Kalyan	96296	94986	98.64	92042	95.58	78844	81.88
3	Ratnagiri	24986	24837	99.40	24617	98.52	24323	97.35
4	Kolhapur	71694	71693	100	71693	100	70369	98.15
5	Latur	57072	57072	100	57072	100	54516	95.52
6	Nashik	70279	69928	99.50	66938	95.25	66328	94.38
7	Pune	118180	117792	99.67	115852	98.03	117792	99.67
8	Amravati	79833	77593	97.19	76469	95.79	75630	94.74
9	Aurangabad	24261	23831	98.23	23581	97.20	21241	87.55
10	Nagpur (R)	78101	77989	99.86	76632	98.12	75001	96.03
11	Nagpur (U)	28139	28139	100	27976	99.42	27976	99.42
12	Jalgaon	153934	153934	100	153934	100	148546	96.50
13	Baramati	118725	118725	100	118725	100	118503	99.81
14	Nanded	22000	22000	100	21969	99.86	21969	99.86
	Total (MSEDCL)	1030770	1025789	99.52	1014682	98.44	986583	95.71

For Year 2010-11													
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	145820	145399	99.71	12964	12838	99.03	280	280	100	23625	23108	97.81
2	Kalyan	270101	270041	99.98	16740	16394	97.93	1097	1094	99.73	155	155	100
3	Ratnagiri	185201	185114	99.95	15787	15782	99.97	548	548	100	0	0	0
4	Kolhapur	398745	398745	100	10365	10358	99.93	1789	1785	99.78	549	549	100
5	Latur	1045475	1045475	100	31032	31032	100	5862	5862	100	3	3	100
6	Nashik	144396	144396	100	13806	13806	100	7241	7241	100	435	435	100
7	Pune	272307	272307	100	10091	10091	100	1204	1204	100	3524	3524	100
8	Amravati	298927	298468	99.85	14289	14289	100	8964	8964	100	17	17	100
9	Aurangabad	45297	44042	97.23	1730	1726	99.77	3523	3224	91.51	45	45	100
10	Nagpur (R)	549561	519142	94.46	7185	6877	95.71	1330	1330	100.00	10	10	100
11	Nagpur (U)	249419	249397	99.99	3501	3500	99.97	427	403	94.38	33	33	100
12	Jalgaon	431569	431569	100	23722	23598	99.48	7242	7002	96.69	3	3	100
13	Baramati	274261	274261	100	14372	14372	100	4718	4718	100	22	22	100
14	Nanded	47882	47882	100	1029	1029	100	914	914	100	0	0	0.0
	Total (MSEDCL)	4358961	4326238	99.25	176613	175692	99.48	45139	44569	98.74	28421	27904	98.18

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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	5836	5836	100
2	Kalyan	2733	2720	100
3	Ratnagiri	2160	2159	100
4	Kolhapur	4063	4063	100
5	Latur	5000	5000	100
6	Nashik	2451	2451	100
7	Pune	3502	3502	100
8	Amravati	3335	3335	100
9	Aurangabad	1307	1281	98.01
10	Nagpur (R)	2361	2335	98.90
11	Nagpur (U)	706	651	92.21
12	Jalgaon	11002	10465	95.12
13	Baramati	6615	6615	100
14	Nanded	2293	2293	100
	Total (MSEDCL)	53364	52706	98.77

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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	101644	101644	100
2	Kalyan	21406	21346	99.72
3	Ratnagiri	25818	25818	100
4	Kolhapur	97080	97080	100
5	Latur	68466	68466	100
6	Nashik	40811	40250	98.63
7	Pune	297491	297491	100
8	Amravati	226301	221352	97.81
9	Aurangabad	17843	17843	100
10	Nagpur (R)	57755	57665	100
11	Nagpur (U)	8346	8346	100
12	Jalgaon	45660	45660	100
13	Baramati	62352	62352	100
14	Nanded	22889	22889	100
	Total (MSEDCL)	1093862	1088202	99.48

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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	117	0
2	Kalyan	123	13
3	Ratnagiri	92	3
4	Kolhapur	1938	48
5	Latur	220	0
6	Nashik	7544	0
7	Pune	7091	94
8	Amravati	321	5
9	Aurangabad	39	0
10	Nagpur (R)	100	24
11	Nagpur (U)	8	0
12	Jalgaon	345	60
13	Baramati	421	0
14	Nanded	3	3
	Total (MSEDCL)	18362	250

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4. Other Services :													
4.1	Time Period for other services, from the date of application, as per provisions of Regulations 9 of SOP	1	2	3	4	5	6	7	8	9	10	11	12
		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	41265	37497	90.87	2438	2418	99.18	211	188	89.10	4792	4731	98.73
2	Kalyan	20152	19559	97.06	1532	1532	100	173	173	100	6684	6684	100
3	Ratnagiri	1398	1394	99.71	992	991	99.90	57	57	100	1054	981	93.07
4	Kolhapur	1230	1230	100	3676	3676	100	120	120	100	6457	6457	100
5	Latur	737	737	100	995	995	100	40	40	100	5673	5673	100
6	Nashik	4079	4079	100	1485	1476	99.39	147	147	100	1457	1457	100
7	Pune	16121	16121	100	2306	2306	100	188	188	100	1012	1007	99.51
8	Amravati	1093	1093	100	1248	1248	100	77	77	100	1174	1170	99.66
9	Aurangabad	1691	1691	100	273	273	100	75	75	100	452	452	100
10	Nagpur (R)	798	792	99.25	513	513	100	70	70	100	375	375	100
11	Nagpur (U)	1195	1194	99.92	411	410	99.76	29	29	100	104	104	100
12	Jalgaon	600	600	100	442	442	100	144	144	100	2001	2001	100
13	Baramati	1649	1649	100	2075	2075	100	507	507	100	4157	4157	100
14	Nanded	360	360	100	196	196	100	6	6	100	12	12	100
	Total (MSDCL)	92368	87996	95.27	18582	18551	99.83	1844	1821	98.75	35404	35261	99.60

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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	1	2	3	4	5	6	7	8		
			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.	Bhandup	0	0	0	0	0	0	0	0		
		Kalyan	0	0	0	0	0	0	0	0		
		Ratnagiri	5	0	0	0	0	5	9600	0		
		Kolhapur	21	0	0	0	0	21	27199	0		
		Latur	0	0	0	0	0	0	0	0		
		Nashik	0	0	0	0	0	0	0	0		
		Pune	1	0	0	0	0	1	3600	0		
		Amravati	17	2	4500	0	0	15	320036	0		
		Aurangabad	0	0	0	0	0	0	0	0		
		Nagpur (R)	54	0	0	0	0	54	271471	0		
		Nagpur (U)	0	0	0	0	0	0	0	0		
		Jalgaon	0	0	0	0	0	0	0	0		
		Baramati	0	0	0	0	0	0	0	0		
		Nanded	0	0	0	0	0	0	0	0		
	Total(MSEDCL)	98	2	4500	0	0	96	631906	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		
		Kalyan	0	0	0	0	0	0	0	0		
		Ratnagiri	0	0	0	0	0	0	0	0		
		Kolhapur	0	0	0	0	0	0	0	0		
		Latur	0	0	0	0	0	0	0	0		
		Nashik	0	0	0	0	0	0	0	0		
		Pune	0	0	0	0	0	0	0	0		
		Amravati	0	0	0	0	0	0	0	0		
		Aurangabad	0	0	0	0	0	0	0	0		
		Nagpur (R)	0	0	0	0	0	0	0	0		
		Nagpur (U)	1	0	0	0	0	1	5000	0		
		Jalgaon	0	0	0	0	0	0	0	0		
		Baramati	0	0	0	0	0	0	0	0		
		Nanded	0	0	0	0	0	0	0	0		
	Total(MSEDCL)	1	0	0	0	0	1	5000	0			

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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	1	0	0	0	0	0	1	5000	0
	Kalyan	0	0	0	0	0	0	0	0	0
	Ratnagiri	1	0	0	0	0	0	1	2000	0
	Kolhapur	0	0	0	0	0	0	0	0	0
	Latur	0	0	0	0	0	0	0	0	0
	Nashik	0	0	0	0	0	0	0	0	0
	Pune	2	0	0	0	0	0	2	7900	0
	Amravati	10	0	0	0	0	0	10	40795	1
	Aurangabad	0	0	0	0	0	0	0	0	0
	Nagpur (R)	0	0	0	0	0	0	0	0	0
	Nagpur (U)	2	0	0	0	0	0	2	6700	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)	16	0	0	0	0	0	16	62395	1