		For `	Year 2008-09		
2.1	Provision of supply : As per norms in	1	2	3	•
	Regulations 4.1 to 4.7 of SOP	Tota; No. of requests received	No.(%) where se	rvice was provided withi	n 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				1
2.2	Restoration of supply: As per norms in	1	2	3	4	5	6	7	8
	Regulations 6.1 to 6.4 of SOP	Normal F	use off calls	(33kv/22kv/11kv/415v) Breakdown		Dī	TR failure	Underground cable fault	
		Incidences/	No.(%) where supply was restored within	No. of Incidences/ Events	No.(%) where supply was restored within	Incidences/	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	Total no. of	No.(%) where
	in case of Burnt	Complaints	defect was
	Metars, as per norms	Received	rectified within
	in Regulations 7.1 of SOP		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	r 2008-09	
2.4	Reconnection of Disconnected Consumers, as per SOP norms Regulations 7.2 of	Total No. of Requests /Complaints Received	No.(%) where supply was restored within stipulated time.
	SOP		
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		idences / 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) TOTAL (MSEDCL)	20 2597	2

For year 2008-09

				For year	2000-09				
	4. Other Services :		_	_		_			
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		SOP 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 Rec eived	No.(%) where supply was restored within stipulated time.	Tota; No. of Requests /Complaints Received	No.(%) where supply was restored within stipulated time.	Tota; No. of Requests /Complaints Received	No.(%) where supply was restored within stipulated time.	Tota; No. of Requests /Complaints Rec eived	No.(%) where supply was restored within stipulated time.
1	Bhandup	29408	99.63%	1003	98.70%	109	100%	2001	99.10%
2	Kalyan	15605	100%	2854	100%	185	100%	2110	100%
3	Ratnagiri	1258	99.59%	578	99.62%	26	100%	2190	100%
4	Kolhapur	1515	99%	957	96.50%	182	94%	2432	97%
5	Latur	580	100%	338	100%	72	100%	11871	100%
6	Nashik	6639	100%	2244	100%	357	100%	1241	100%
7	Pune	17424	97%	2887	100%	554	100%	7034	100%
8	Akola	128	100%	369	100%	1	100%	219	100%
9	Aurangabad	1681	100%	368	100%	124	100%	509	100%
10	Nagpur ®	666	100%	942	100%	84	100%	1847	100%
11	Nagpur (U)	239	99.57%	662	99.41%	24	66.67%	53	66.56%
	TOTAL (MSEDCL)	75143	99.53%	13202	99.48%	1718	96.42%	31507	96.61%

				For Year						
				ment of Compensatio						
	DETAILS/DESCRIP	1	2	3	4	5	6	7	8	
	TION (As per Regulation 12 and	Total Number of cases of	(Compensation actually p	aid to Applicants	s/Consumers for	violations of SOP no	orms	Number of cases of compensation pending (No.)	
	Appendix 'A' of SOP, for instances of violation of SOP norms)	compensation paid by the Company (No.)		y on its own knowledge f default	On Applicant's compensation,		On decision by Co	GRF/Ombudsman		
	- Hollis)		Number of cases	paid in Rs.	Number of cases	paid in Rs.	Number of cases	paid in Rs.		
	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	
2	Kalyan	4		0				4900	0	
3	Ratnagiri	0		0			0	0	0	
4	Kolhapur	10		0				69700	0	
5	Latur	0		0				0		
6	Nashik	1		10000	0		0	0	0	
7	Pune	0		0	-			0	0	
8	Akola	1		0			1	44800	0	
	Aurangabad	0		0				1650	0	
10	Nagpur ®	0		0			1	16310	0	
11	Nagpur (U)	0		0			0	10310	0	
- 11					_					
	TOTAL (MSEDCL)	16	1	10000	0	0	22	137360	0	
	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	
2	Kalyan	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			4150	0	
8	Akola	0		0				62400	-	
9	Aurangabad	0						10501	0	
10	Nagpur ®	0		0			0	0	0	
	Nagpur (U)	0		0				0	0	
	TOTAL (MSEDCL)	0							0	

				For Year	2008-09				
			5. Pa	ment of Compensatio		onsumers :-			
	DETAILS/DESCRIP	1		3			6	7	8
	TION (As per	Total Number	(Compensation actually paid to Applicants/Consumers for violations of SOP norms			irms	Number of	
	Regulation 12 and	of cases of		on its own knowledge	On Applicant's		On decision by CO		cases of
	Appendix 'A' of SOP,	compensation		f default	compensation,		Off decision by CC	okr/Ombuusman	compensation
	for instances of	paid by the	Niveshauaf	paid in Rs.	Number of	paid in Rs.	Number of cases	paid in Rs.	pending (No.)
	violation of SOP norms)	Company (No.)	cases	,	cases	,			
	For delay in period for provision/giving Supply, as per norms in Regulations 7 of SOP.								
	Dhandun							5000	
1	Bhandup	1	-	0	0	-		5000	0
2	Kalyan	1	0	0				16500	0
3	Ratnagiri	0		0				0	C
4	Kolhapur	0		0				0	0
5	Latur	0	-	0	-	-		0	0
6	Nashik	0		0				0	
7	Pune	0		0				0	0
8	Akola	0		0				0	0
9	Aurangabad	0		0				0	0
10	Nagpur ®	0		0				0	0
11	Nagpur (U)	0	0	0	0	0	0	0	0
	TOTAL (MCEDCL)	2	0	0	0	0	2	21500	
	TOTAL (MSEDCL)		U	U	U	U		21500	
5.4	For delay in period for provision/giving Supply, as per norms in Regulations 5.1 of SOP.								
1	Bhandup	0	0	0	0	0	0	0	0
2	Kalyan	0		0					-
3	Ratnagiri	0		0				0	
4	Kolhapur	0		0				0	
5	Latur	0		0					
6	Nashik	0	0	0		0	0	0	C
7	Pune	0		0				0	
8	Akola	0		0					
9	Aurangabad	0		0				0	
10	Nagpur ®	0		0				0	
11	Nagpur (U)	0	0	0	0	0	0	0	(
	TOTAL (MCEDOL)		0	^	_	_	0		(
	TOTAL (MSEDCL)	0	0	0	0	0	0	0	(

				For Year	2008-09	•	•	•	
			5. Pay	ment of Compensation	n to Persons/Co	onsumers :-			
	DETAILS/DESCRIP	1	2	3	7	5			8
	TION (As per	Total Number	(Compensation actually p	aid to Applicants	s/Consumers for	r violations of SOP no	rms	Number of
	Regulation 12 and	of cases of	By the Company	y on its own knowledge	On Applicant's	s claim for the	On decision by CO	RF/Ombudsman	cases of
		compensation	Number of	paid in Rs.	Number of	paid in Rs.	Number of cases	paid in Rs.	compensation
	for instances of	paid by the	cases		cases				pending (No.)
	violation of SOP norms)	Company (No.)							
	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
	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
11	Nagpur (U)	0	0	0	0	0	0	0	0
	TOTAL (MSEDCL)	1	0	0	0	0	4	34605	0