

**For Year 2009-10**

**2. Quality of service :**

2.1	Provision of supply As per norms in Regulations 4.1 to 4.7 of SOP	1	2	3	4				
		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	Bhandup	108206	108206	100	108206	100.00	107567	99	
2	Kalyan	103448	103448	100	103448	100.00	103448	100	
3	Ratnagiri	0	0	0	0	0.00	0	0	
4	Kolhapur	68544	68544	100	66304	96.73	62207	90.75	
5	Latur	101319	101319	100	24446	24.13	95953	94.6	
6	Nashik	82226	82054	99.79	80816	98.29	77838	94.66	
7	Pune	85203	84913	99.66	84913	99.66	84913	99.66	
8	Amravati	55417	55417	100	55417	100.00	55417	100	
9	Aurangabad	33882	33882	100	32320	95.39	31544	93.1	
10	Nagpur (R)	76033	76033	100	75781	99.67	72580	95.45	
11	Nagpur ( U)	44787	44787	100	44787	100.00	44787	100	
12	Jalgaon	89692	89692	100	88229	98.37	87080	97.09	
13	Baramati	103889	103712	99.83	103608	99.73	102258	98.43	
14	Nanded	31981	31981	100	31981	100.00	31593	97.97	
	Total (MSEDCL)	984627	983988	99.94	900256	91.43	957185	97.21	

For Year 2009-10													
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 Incidences/ Events	No.(%) where supply was restored within stipulated time.	
			No.	(%)		No.	(%)		No.	(%)		No.	(%)
1	Bhandup	201046	199878	99	9586	9551	99.6	336	335	99.7	21872	21574	98.6
2	Kalyan	312414	312414	100	2235	2235	100	1066	1066	100	348	348	100
3	Ratnagiri	0	0	0	0	0	0	0	0	0	0	0	0
4	Kolhapur	364103	352061	96.69	28102	27586	98.16	1712	1690	98.71	41	39	95.12
5	Latur	51283	32308	62.99	8227	6585	80.04	5553	3578	64.43	0	0	0
6	Nashik	193319	193319	100	12043	12043	100	3781	3781	100	605	605	100
7	Pune	210494	209778	99.66	6183	6183	100	483	483	100	3834	3834	100
8	Amravati	477162	477162	100	6328	6328	100	3213	3213	100	17	17	100
9	Aurangabad	130106	128167	98.51	34153	33470	98	3164	3006	95	150	150	100
10	Nagpur (R)	242092	228096	94.21	10951	10848	99.05	943	943	100	13	13	100
11	Nagpur ( U)	317066	317066	100	4362	4362	100	522	522	100	219	219	100
12	Jalgaon	316803	316321	99.85	35995	35813	99.49	4546	4319	95.01	25	25	100
13	Baramati	95431	95431	100	18810	18810	100	7581	7581	100	24	24	100
14	Nanded	84988	84988	100	2912	2912	100	1271	1271	100	1	1	100
	Total (MSEDCL)	2996307	2946989	98.35	179887	176726	98.24	34171	31788	93.03	27149	26849	98.89

For Year 2009-10				
2.3	Restoration of supply in case of Burnt Metars, as per norms in Regulations 7.1 of	Total no. of Complaints Received	No.(%) where defect was rectified within stipulated time.	
			No.	(%)
1	Bhandup	5190	5177	99.7
2	Kalyan	2817	2817	100
3	Ratnagiri	0	0	0
4	Kolhapur	3537	3510	99.23
5	Latur	4108	4108	100
6	Nashik	2985	2985	100
7	Pune	8575	8546	99.66
8	Amravati	2956	2956	100
9	Aurangabad	8071	8071	100
10	Nagpur (R)	1689	1687	99.88
11	Nagpur ( U)	2343	2343	100
12	Jalgaon	4926	4926	100
13	Baramati	6029	6029	100
14	Nanded	2669	2669	100
	Total (MSEDCL)	47888	47830	99.88

For Year 2009-10				
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.	
			No.	(%)
1	Bhandup	51155	51155	100
2	Kalyan	94890	94890	100
3	Ratnagiri	0	0	0
4	Kolhapur	4178	4170	99.80
5	Latur	27484	27484	100
6	Nashik	9028	8613	95.40
7	Pune	110891	110891	100
8	Amravati	39187	39187	100
9	Aurangabad	110334	110334	100
10	Nagpur (R)	72954	72954	100
11	Nagpur ( U)	20594	20594	100
12	Jalgaon	101980	100480	98.53
13	Baramati	51072	51072	100
14	Nanded	8308	8308	100
	Total (MSEDCL)	556010	554087	99.65

For Year 2009-10			
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
1	Bhandup	134	2
2	Kalyan	434	0
3	Ratnagiri	0	0
4	Kolhapur	65	0
5	Latur	95	0
6	Nashik	220	0
7	Pune	605	30
8	Amravati	37	0
9	Aurangabad	266	0
10	Nagpur (R)	162	62
11	Nagpur ( U)	202	1
12	Jalgaon	105	7.31
13	Baramati	1746	0
14	Nanded	0	0
	Total (MSEDCL)	4071	102.31

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<b>4. Other Services :</b>													
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 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 Received	No.(%) where supply was restored within stipulated time.	
			No.	(%)		No.	(%)		No.	(%)		No.	(%)
1	Bhandup	29237	29125	99.6	2434	2207	91	72	72	100	1163	1030	89
2	Kalyan	16128	16128	100	1951	1951	100	85	85	100	2857	2857	100
3	Ratnagiri	0	0	0	0	0	0	0	0	0	0	0	0
4	Kolhapur	1381	1373	99.42	1840	1836	99.78	179	177	98.88	4390	4390	100
5	Latur	1465	1465	100	3841	3841	100	3903	3903	100	37	37	100
6	Nashik	5011	5011	100	2757	2757	100	140	140	100	2390	2390	100
7	Pune	17710	17710	100	3039	3039	100	34	34	100	7878	7878	100
8	Amravati	760	760	100	766	766	100	5	5	100	422	422	100
9	Aurangabad	2834	2834	100	1333	1333	100	67	67	100	895	895	100
10	Nagpur (R)	548	548	100	919	919	100	60	60	100	1024	1024	100
11	Nagpur ( U)	2126	2126	100	1802	1802	100	80	80	100	928	928	100
12	Jalgaon	1995	1995	100	858	858	100	141	141	100	5157	5157	100
13	Baramati	2042	2042	100	4309	4309	100	577	577	100	4256	4256	100
14	Nanded	411	411	100	30	30	100	37	37	100	81	81	100
	Total (MSEDCL)	81648	81528	99.85	25879	25648	99.11	5380	5378	99.96	31478	31345	99.58

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 Number of cases of compensation pending (No.)	
		Total Number of cases of compensation paid by the Company (No.)	Compensation actually paid to Applicants/Consumers for violations of SOP norms										
			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	0	0		
	Kalyan	0	0	0	0	0	0	0	0	0	0		
	Ratnagiri	3	0	0	0	0	3	8000	0	0	0		
	Kolhapur	11	10	30100	10	30100	12	41400	72	0	0		
	Latur	0	0	0	0	0	0	0	0	0	0		
	Nashik	0	0	0	0	0	0	0	0	0	0		
	Pune	0	0	0	0	0	0	0	0	0	0		
	Akola	2	0	0	1	50	1	50	1	0	0		
	Aurangabad	0	0	0	0	0	0	0	0	0	0		
	Nagpur (R)	2	0	0	0	0	2	2100	1	0	0		
	Nagpur (U)	0	0	0	0	0	1	1600	0	0	0		
	Jalgaon	6	0	0	6	69871	0	0	1	0	0		
	Baramati	0	0	0	0	0	0	0	0	0	0		
Nanded	0	0	0	0	0	0	0	0	0	0			
	<b>Total(MSEDCL)</b>	<b>24</b>	<b>10</b>	<b>30100</b>	<b>17</b>	<b>100021</b>	<b>19</b>	<b>53150</b>	<b>75</b>				
5.2 For delay in period for provision/giving Supply, as per norms in Regulations 6.1 to 6.7 of SOP.	Bhandup	0	0	0	0	0	0	0	0	0	0		
	Kalyan	0	0	0	0	0	0	0	0	0	0		
	Ratnagiri	0	0	0	0	0	0	0	0	0	0		
	Kolhapur	1	1	4000	1	4000	1	4000	0	0	0		
	Latur	0	0	0	0	0	0	0	0	0	0		
	Nashik	0	0	0	0	0	0	0	0	0	0		
	Pune	0	0	0	0	0	0	0	0	0	0		
	Akola	0	0	0	0	0	1	23200	0	0	0		
	Aurangabad	1	0	0	0	0	1	2400	0	0	0		
	Nagpur (R)	0	0	0	0	0	0	0	0	0	0		
	Nagpur (U)	0	0	0	0	0	0	0	0	0	0		
	Jalgaon	0	0	0	0	0	0	0	0	0	0		
	Baramati	0	0	0	0	0	0	0	0	0	0		
Nanded	0	0	0	0	0	0	0	0	0	0			
	<b>Total(MSEDCL)</b>	<b>2</b>	<b>1</b>	<b>4000</b>	<b>1</b>	<b>4000</b>	<b>3</b>	<b>29600</b>	<b>0</b>				

5.3	For delay in period for provision/giving Supply, as per norms in Regulations 7 of SOP.	Bhandup	0	0	0	0	0	0	0	0
		Kalyan	1	0	0	0	0	1	2,100	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	2	5500	0
		Akola	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 )	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
		<b>Total(MSEDCL)</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>7600</b>	<b>0</b>	
5.4	For delay in period for provision/giving Supply, as per norms in Regulations 5.1 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
		Akola	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 )	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
		<b>Total(MSEDCL)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
5.5	For delay in period for provision/giving Supply, as per norms in Regulations 8 as well as 9 of SOP.	Bhandup	1	0	0	0	0	2	8200	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	1	3900	0
		Latur	0	0	0	0	0	0	0	0
		Nashik	2	0	0	0	0	2	10200	0
		Pune	0	0	0	0	0	5	23600	0
		Akola	0	0	0	0	0	1	6200	0
		Aurangabad	10	0	0	0	0	10	6600	0
		Nagpur (R)	0	0	0	0	0	0	0	0
		Nagpur ( U )	1	1	20414	0	0	1	20414	0
		Jalgaon	0	0	0	0	0	0	0	0
		Baramati	0	0	0	0	0	0	0	0
		Baramati	0	0	0	0	0	0	0	0
		<b>Total(MSEDCL)</b>	<b>14</b>	<b>1</b>	<b>20414</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>79114</b>	<b>0</b>