

For Year 2011-12

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	87135	86971	100.00	86603	99.00	85213	97.79
2	Kalyan	97428	94221	96.70	89571	91.90	79131	81.20
3	Ratnagiri	25628	25573	99.78	25518	99.57	25463	99.35
4	Kolhapur	77706	77706	100.00	77706	100.00	77473	99.70
5	Latur	59543	59543	100.00	59543	100.00	59543	100.00
6	Nashik	98161	95479	97.00	89556	91.20	85977	87.50
7	Pune	106776	106776	100.00	106268	99.52	106268	99.52
8	Amravati	95547	91267	95.52	89812	94.00	86835	90.88
9	Aurangabad	27120	27120	100.00	27120	100.00	27120	100.00
10	Nagpur (R)	68445	68357	99.00	67346	98.39	66521	97.18
11	Nagpur (U)	43419	43419	100.00	43419	100.00	42988	99.00
12	Jalgaon	124408	117941	94.80	114920	92.40	106684	85.80
13	Baramati	117083	117078	100.00	116488	99.50	115606	99.00
14	Nanded	20753	20753	100.00	20585	99.19	20521	98.88
	Total (MSEDCL)	1049152	1032204	98.38	1014455	96.69	985343	93.92

For Year 2011-12													
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	155048	155036	100.00	4272	4229	99.00	251	251	100.00	21192	20895	98.60
2	Kalyan	203302	203276	100.00	6759	6756	100.00	893	856	95.90	317	317	100.00
3	Ratnagiri	198453	198350	99.94	26743	26739	99.98	329	329	100.00	0	0	0.00
4	Kolhapur	145112	143612	98.96	5694	567	99.52	1633	1576	96.50	213	211	99.06
5	Latur	292355	292355	100.00	31032	31032	100.00	6624	6624	100.00	0	0	0.00
6	Nashik	168028	168028	100.00	18092	18091	99.70	7516	7507	99.80	198	198	100.00
7	Pune	173779	173779	100.00	9356	9356	100.00	845	845	100.00	3295	3295	100.00
8	Amravati	494149	492653	99.70	12324	12240	99.00	3201	3201	100.00	76	76	100.00
9	Aurangabad	84281	82624	98.00	3168	3125	99.00	2961	2519	85.00	0	0	0.00
10	Nagpur (R)	341760	341760	100.00	13560	13560	100.00	1199	1199	100.00	18	18	100.00
11	Nagpur (U)	233867	233867	100.00	3139	3123	99.40	511	511	100.00	43	43	100.00
12	Jalgaon	415898	415898	100.00	26933	26762	99.40	4408	4298	97.50	2	2	100.00
13	Baramati	179777	179777	100.00	14517	14517	100.00	4187	4187	100.00	18	18	100.00
14	Nanded	33341	33341	100.00	442	442	100.00	918	918	100.00	0	0	0.00
	Total (MSEDCL)	3119150	3114356	99.85	176031	170539	96.88	35476	34821	98.15	25372	25073	98.82

For Year 2011-12				
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	9942	9942	100.00
2	Kalyan	3557	3527	99.20
3	Ratnagiri	2372	2370	99.91
4	Kolhapur	3284	3284	100.00
5	Latur	3495	3495	100.00
6	Nashik	6474	6474	100.00
7	Pune	4220	4220	100.00
8	Amravati	3557	3547	100.00
9	Aurangabad	2371	2329	98.00
10	Nagpur (R)	1464	1464	100.00
11	Nagpur (U)	641	641	100.00
12	Jalgaon	6921	6921	100.00
13	Baramati	6166	6166	100.00
14	Nanded	2865	2865	100.00
	Total (MSEDCL)	57329	57245	99.85

For Year 2011-12				
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	137433	137429	100.00
2	Kalyan	50331	48559	96.50
3	Ratnagiri	23421	23421	100.00
4	Kolhapur	97177	97177	100.00
5	Latur	65578	65578	100.00
6	Nashik	16554	16536	99.80
7	Pune	195444	195444	100.00
8	Amravati	114442	113884	99.51
9	Aurangabad	9445	9445	100.00
10	Nagpur (R)	63467	63467	100.00
11	Nagpur (U)	9529	9529	100.00
12	Jalgaon	39761	39761	100.00
13	Baramati	43353	43353	100.00
14	Nanded	24753	24753	100.00
	Total (MSEDCL)	890688	888336	99.74

For Year 2011-12			
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	105	11
2	Kalyan	765	314
3	Ratnagiri	153	3
4	Kolhapur	1010	76
5	Latur	39	0
6	Nashik	1607	201
7	Pune	652	5
8	Amravati	398	79
9	Aurangabad	0	0
10	Nagpur (R)	308	0
11	Nagpur (U)	4	0
12	Jalgaon	1277	59
13	Baramati	507	0
14	Nanded	27	2
	Total (MSEDCL)	6852	750

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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	46049	45204	98.20	2389	2388	100.00	257	249	97.00	4963	4869	98.00
2	Kalyan	22654	20580	90.80	2355	2300	97.66	91	91	100.00	4537	4528	99.80
3	Ratnagiri	1643	1639	99.75	741	740	99.73	109	109	100.00	1283	1234	96.18
4	Kolhapur	2097	2097	100.00	1651	1651	100.00	325	325	100.00	3123	3123	100.00
5	Latur	1280	1280	100.00	1072	1072	100.00	573	573	100.00	2350	2350	100.00
6	Nashik	8799	8799	100.00	647	647	100.00	2386	2298	96.30	3570	3515	98.00
7	Pune	27461	27331	99.50	3454	3454	100.00	303	303	100.00	3844	3844	100.00
8	Amravati	1573	1567	100.00	1961	1959	100.00	133	130	98.00	1223	1223	100.00
9	Aurangabad	397	397	100.00	838	838	100.00	2	2	100.00	45	45	100.00
10	Nagpur (R)	1147	1147	100.00	1032	1032	100.00	27	27	100.00	825	825	100.00
11	Nagpur (U)	1600	1600	100.00	545	545	100.00	46	46	100.00	193	193	100.00
12	Jalgaon	1244	1241	99.80	1440	1332	92.50	629	629	100.00	1425	1425	100.00
13	Baramati	2017	2017	100.00	1944	1944	100.00	1156	1156	100.00	1305	1305	100.00
14	Nanded	808	806	99.75	305	301	98.68	82	82	100.00	17	17	100.00
	Total (MSEDCL)	118769	115705	97.42	20374	20203	99.16	6119	6020	98.38	28703	28496	99.28

For Year 2011-12										
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	1	1	700	0	0	0	0	0	
	Kalyan	0	0	0	0	0	0	0	0	
	Ratnagiri	3	0	0	0	0	3	3000	0	
	Kolhapur	45	0	0	0	0	45	36740	0	
	Latur	0	0	0	0	0	0	0	0	
	Nashik	4	0	0	0	0	4	19200	0	
	Pune	0	0	0	0	0	0	0	0	
	Amravati	5	0	0	0	0	5	19900	0	
	Aurangabad	0	0	0	0	0	0	0	0	
	Nagpur (R)	10	0	0	0	0	10	62600	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)	68	1	700	0	0	67	141440	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	1	0	0	0	0	1	27600	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)	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)	1	0	0	0	0	1	27600	0	

For Year 2011-12										
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	1	0	0	0	0	1	2000	0	0
	Kolhapur	1	0	0	0	0	1	3500	0	0
	Latur	0	0	0	0	0	0	0	0	0
	Nashik	1	0	0	0	0	1	1900	0	0
	Pune	1	0	0	0	0	1	4800	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)	4	0	0	0	0	0	4	12200	0