

**“Quality of Service (Standards of Performance) of Distribution Licensees”**

**Licensee: MSEDCL**

**Report for FY: 2009-10**

**1.0 Reliability Indices:** As per Regulation no. 10 of SOP.

**1.1 Overall Performance Indices for the Company:**

| <b>For the FY</b>   | <b>SAIFI<br/>(No.)</b> | <b>SAIDI<br/>(Minutes)</b> | <b>CAIDI<br/>(Minutes)</b> |
|---------------------|------------------------|----------------------------|----------------------------|
| April'09 – March'10 | 12.28                  | 307.19                     | 25.01                      |

**2.0 Quality of service:**

| <b>2.1 Provision of supply:</b><br>As per norms in Regulations 4.1 to 4.7 of SOP. | <b>1</b>                        | <b>2</b>   | <b>3</b>              | <b>4</b>            |
|---|---------------------------------|--|-----------------------|---------------------|
|   | Total No. of requests received. | No. (%) where service was provided within stipulated time. |                       |                     |
|   |                                 | Inspection of applicant's premises                         | Intimation of charges | Provision of supply |
|   | 984627                          | 93%  | 86%                   | 90%                 |

| <b>2.2 Restoration of supply:</b><br>As per norms in Regulations 6.1 to 6.4 of SOP. | <b>1</b>                  | <b>2</b>  | <b>3</b>  | <b>4</b>  | <b>5</b>                  | <b>6</b>  | <b>7</b>                  | <b>8</b>  |
|---|---------------------------|---|---|---|---------------------------|---|---------------------------|---|
|   | Normal Fuse off calls     |   | (33kV/ 22kV/ 11kV/ 415v)<br>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. |
|   | 2877745                   | 89.5%   | 179887  | 91%   | 34171                     | 89.5%   | 27149                     | 85.4%   |

|            |   |                                   |  |
|------------|---|-----------------------------------|--|
| <b>2.3</b> | <b>Restoration of supply</b> in case of <b>Burnt Meters</b> , as per norms in Regulations 7.1 of SOP. | Total no. of Complaints Received. | No. (%) where defect was rectified within stipulated time. |
|            |   | 47888                             | 78%  |

|            |  |   |  |
|------------|--|---|--|
| <b>2.4</b> | <b>Reconnection of Disconnected Consumers</b> , as per SOP norms-Regulations 7.2 of SOP. | Total no. of Requests/ Complaints Received. | No. (%) where service was restored within stipulated time. |
|            |  | 556010                                      | 78%  |

**3.0 Quality of Supply:**

|            |  |  |  |
|------------|--|--|--|
| <b>3.1</b> | <b>Voltage related complaints</b> , as per norms in Regulations 5.1 of SOP.) | Total No. of Incidences/ Events.               |  |
|            |  | Voltage variation outside the specified range. | Harmonics beyond control level, at the point of supply |
|            |  | 4071   | 104  |

**4.0 Other Services:**

|            |   |   |  |  |  |   |  |   |  |
|------------|---|---|--|--|--|---|--|---|--|
| <b>4.1</b> | <b>Time Period for other services</b> , from the date of application, as per Provisions of Regulations 9 of SOP | <b>1</b>                                      | <b>2</b>   | <b>3</b>   | <b>4</b>   | <b>5</b>  | <b>6</b>   | <b>7</b>  | <b>8</b>   |
|            |   | 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. |  |
|            |   | Total no. of Requests/ Complaints Received.   | No. (%) where service was provided within stipulated time. | Total no. of Requests/ Complaints Received.              | No. (%) where service was provided within stipulated time. | Total no. of Requests/ Complaints Received.                 | No. (%) where service was provided within stipulated time. | Total no. of Requests/ Complaints Received.       | No. (%) where service was provided within stipulated time. |
|            |   | 81648   | 93%  | 25879  | 92%  | 5380  | 93%  | 31478   | 92%  |

**5.0 Payment of Compensation to Persons/ Consumers:**

|            | <b>DETAILS/<br/>DESCRIPTION</b><br>(As per Regulation 12 and Appendix 'A' of SOP, for instances of violation of SOP norms.)           | 1  | 2  | 3           | 4   | 5           | 6                              | 7           | 8  |
|------------|---|--|--|-------------|---|-------------|--------------------------------|-------------|--|
|            |   | Total Number of cases of compensation paid by the Company. (No.) | Penalty actually paid to Applicants/ Consumers for instances of 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. |  |
| <b>5.1</b> | For delay in period for provision/ giving Supply, as per norms in Regulations 4.1 to 4.7 of SOP.                                      | 24   | 10   | 30100       | 17  | 100021      | 19                             | 53150       | 75   |
| <b>5.2</b> | For delay in period for Restoration of Supply per norms in Regulations 6.1 to 6.4 of SOP.   | 2  | 1  | 4000        | 1   | 4000        | 3                              | 29600       | 0  |
| <b>5.3</b> | For delay in period for Restoration of Supply for Metering/ Reconnection as per as per norms in Regulations 7 of SOP.                 | 1  | 0  | 0           | 0   | 0           | 3                              | 7600        | 0  |
| <b>5.4</b> | For not maintaining the Quality of Supply as per norms for maintaing voltage level or control of Harmonics in Regulations 5.1 of SOP. | 0  | 0  | 0           | 0   | 0           | 0                              | 0           | 0  |
| <b>5.5</b> | For not maintaining the Consumer Charter/ Services or Other Services as per norms in Regulations 8 as well as 9 of SOP.               | 14   | 1  | 20414       | 0   | 0           | 22                             | 79114       | 0  |