

## SCHEDULE - II

(Information relating to levels of performance)

[Regulation 6 of the MSERC (Standards of performance) Regulation, 2006]

1. Period of the information: From 1.1.2010 to 31.12.2010
2. Total number of complaints received (Town areas) = 14898 Nos
3. Total number of complaints attended (Town areas) = 14898 Nos
4. Total number of complaints received (Rural areas) = 18573 Nos
5. Total number of complaints attended (Rural areas) = 18573 Nos
6. Amount paid due to shortfall in performance = NIL
7. Categories of complaints or application = NIL

Categories	Time schedule for setting the fault or breakdown right/disposing of the application	Total No. of Complaints received (Nos)	Time taken to set right the breakdown or to dispose of the application (Average Time)
<b><u>Defects</u></b>			
(i) Fuse breakdowns	Within 6 hours (T/A)	13073	Within 4 hours (T/A)
	Within 24 hours (R/A)	14467	Within 19 hours (R/A)
(ii) Supply line breakdown	Within 10 hours (T/A)	1456	Within 7 hours (T/A)
	Within 48 hours (R/A)	2963	Within 33 hours (R/A)
(iii) Transformer failures	Within 24 hours (T/A)	52	Within 19 hours (T/A)
	Within 72 hours (R/A)	277	Within 66 hours (R/A)
(iv) Metering Defects	Within 10 days (T/A)	38	Within 8 days (T/A)
	Within 30 days (R/A)	70	Within 23 days (R/A)
(v) Billing Defects	Within 5 days (T/A)	279	Within 4 days (T/A)
	Within 10 days (R/A)	796	Within 8 days (R/A)
<b><u>Applications</u></b>			
(i) For new connection	Within 7 days (T/A)	1111	Within 6 days (T/A)
	Within 14 days (R/A)	6141	Within 12 days (R/A)
(ii) For additional supply connection.	Within 5 days (T/A)	661	Within 4 days (T/A)
	Within 10 days (R/A)	503	Within 9 days (R/A)
(iii) For changing phase service connection.	Within 5 days (T/A)	90	Within 4 days (T/A)
	Within 10 days (R/A)	75	Within 8 days (R/A)
(iv) For change the name of consumer.	Within 3 days (T/A)	164	Within 2 days (T/A)
	Within 7 days (R/A)	234	Within 6 days (R/A)
(v) Erection of Transformers/Sub station.	Within 30 days (T/A)	12	Within 29 days (T/A)
	Within 60 days (R/A)	62	Within 58 days (R/A)

Note: T/A – Town Area

R/A – Rural Area

Additional Chief Engineer (Commercial)