



GIGAPLEX ELECTRICITY DISTRIBUTION LICENSEE
DIVISION OF GIGAPLEX ESTATE PRIVATE LIMITED

April 17 to June 17

Annexure-I
Standards of Performance Level by the Distribution Licensee

| Sr. No. | SOP Regulation No. | Parameters | Area | Pending complaint Nos. (previous Quarter) | Complaints in current Qtr. | Total complaints | No. of complaints addressed | | | Pending complaints at end of Qtr. |
|---------|--------------------|--|-------|---|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | | Within Standards of performance | More than stipulated time | Total complaints redressed | |
| a | b | c | d | e | f=d+e | g | h | I=g+h | j= f-i | |
| 1 | 4.3 | New connection- inspection of premises. | Urban | 0 | 12 | 12 | 12 | 0 | 12 | 0 |
| 2 | 4.4 | Intimation of charges where supply from existing lines. | Urban | 0 | 12 | 12 | 12 | 0 | 12 | 0 |
| 3 | 4.5 & 4.6 | Intimation of charges where supply to dedicated or after extension / augmentation. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | 4.7 | New connection / add. load where supply from existing line. | Urban | 0 | 10 | 10 | 10 | 0 | 10 | 0 |
| 5 | 4.8 | New connection / add. Load where supply after extension / augmentation. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | 4.9 | New connection / add. Load where supply after commissioning of sub-station. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | 4.12 | Shifting of Meter / service Line. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8 | 6.1 | Reconnection of supply after payment of dues. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | 4.13 | Change of Name | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



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| | | | | | | | | | | |
|----|-----------|---|-------|---|---|---|---|---|---|---|
| 10 | 4.13 | Change of category | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | 5.4 (a) | Complaint of Voltage Variation-Local fault | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | 5.4 (b) | Complaint of Voltage Variation-Net work | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | 5.4 (c) | Complaint of Voltage Variation - Expansion/ augmentation required | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | 6.1 | Fuse off call | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | 6.2 | Break down of Over head Line | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | 6.3 | Underground Cable fault | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17 | 6.4 | Transformer Failure | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 | 7.2 | Meter Reading | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19 | 7.3 | Replacement of Faulty Meter | Urban | 0 | 1 | 1 | 1 | 0 | 1 | 0 |
| 20 | 7.4 | Replacement of Burnt Meter | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21 | 7.6 , 7.7 | Billing Complaint | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



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Annexure-III

Report of action on Faulty Meters (1 Phase/ 3 Phase)

| Sr. No. | Name of Distribution Licensee | Reference to Overall Standards | Faulty Meters at start of the Quarter (Nos.) | Faulty Meters added during Quarter (Nos.) | Total Faulty Meters (Nos.) | Meters rectified/ replaced (Nos.) | Faulty Meters pending at end of Quarter (Nos.) |
|----------------|--|---------------------------------------|---|--|-----------------------------------|--|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 1 | Gigaplex Electricity Distribution Licensee | - | 1 | 1 | 1 | 1 | Nil |



GIGAPLEX ELECTRICITY DISTRIBUTION LICENSEE
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Annexure-IV

Performance Report regarding Reliability Indices

(1) System Average Interruption Duration Index (SAIDI)

| Sr. No. | Month | Ni = Number of consumers who experienced a sustained interruption on ith feeder | Ri= Restoration time for each interruption event on ith feeder (minutes) | Nt=Total number of consumers of the distribution Licensees area | Sum (Ri*Ni) for all feeders (excluding agri. Feeders) | SAIDI = (6)/(5) |
|--------------------|------------|---|--|---|---|-----------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | April 2017 | 0 | 0 | 42 | 0 | 0.000 |
| 2 | May 2017 | 0 | 0 | 41 | 0 | 0.000 |
| 3 | June 2017 | 0 | 0 | 41 | 0 | 0.000 |
| YTD 2017-18 | | 0 | 0.00 | 41 | 0 | 0.000 |

(2) System Average Interruption Frequency Index (SAIFI)

| Sr. No. | Month | Ni = Number of consumers who experienced a sustained interruption on ith feeder | Sum of consumers of i feeders which had experienced interruptions =Sum Ni. | Nt=Total number of consumers of the distribution Licensees area | SAIFI = (4)/(5) |
|--------------------|------------|---|--|---|-----------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | April 2017 | 0 | 0 | 42 | 0.000 |
| 2 | May 2017 | 0 | 0 | 41 | 0.000 |
| 3 | June 2017 | 0 | 0 | 41 | 0.000 |
| YTD 2017-18 | | 0 | 0 | 41 | 0.000 |

(3) Customer Average Interruption Duration Index (CAIDI)

| Sr. No. | Month | SAIDI | SAIFI | SAIDI / SAIFI |
|--------------------|------------|---------------|---------------|---------------|
| 1 | 2 | 3 | 4 | 5 |
| 1 | April 2017 | 0.000 | 0.000 | 0.000 |
| 2 | May 2017 | 0.000 | 0.000 | 0.000 |
| 3 | June 2017 | 0.000 | 0.000 | 0.000 |
| YTD 2017-18 | | 0.0000 | 0.0000 | 0.000 |