



**SERENE ELECTRICITY DISTRIBUTION LICENSEE  
DIVISION OF MINDSPACE BUSINESS PARKS PRIVATE LIMITED**

January 17 to March 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	l=g+h	j= f-i
1	4.3	New connection- inspection of premises.	Urban	0	3	3	3	0	3	0
2	4.4	Intimation of charges where supply from existing lines.	Urban	0	3	3	3	0	3	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	3	3	3	0	3	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	3	3	3	0	3	0
10	4.13	Change of category	Urban	0	0	0	0	0	0	0



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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	6	6	6	0	6	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)**

<b>Sr. No.</b>	<b>Name of Distribution Licensee</b>	<b>Reference to Overall Standards</b>	<b>Faulty Meters at start of the Quarter (Nos.)</b>	<b>Faulty Meters added during Quarter (Nos.)</b>	<b>Total Faulty Meters (Nos.)</b>	<b>Meters rectified / replaced (Nos.)</b>	<b>Faulty Meters pending at end of Quarter (Nos.)</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
1	Serene Electricity Distribution Licensee	0	2	4	6	6	0



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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	Jan-17	0	0	107	0	0.000
2	Feb-17	0	0	107	0	0.000
3	Mar-17	0	0	106	0	0.000
<b>YTD 2016-17</b>		<b>0</b>	<b>213.00</b>	<b>106</b>	<b>1491</b>	<b>14.066</b>

**(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	Jan-17	0	0	107	0.000
2	Feb-17	0	0	107	0.000
3	Mar-17	0	0	106	0.000
<b>YTD 2016-17</b>		<b>7</b>	<b>7</b>	<b>106</b>	<b>0.066</b>

**(3) Customer Average Interruption Duration Index (CAIDI)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jan-17	0.000	0.000	0.000
2	Feb-17	0.000	0.000	0.000
3	Mar-17	0.000	0.000	0.000
<b>YTD 2016-17</b>		<b>14.0660</b>	<b>0.0660</b>	<b>213.000</b>