Report as submitted by

Nidar Utilities

Annexure-1

Standards of Performance Level by the NIDAR Utilties Panvel LLP

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

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

Annexure II

Report of individual Complaints where Compensation has been paid By Nidar Utilities Panvel LLP

Sr. No.	Complaint No.	Date of filing complaint	Consumer No	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs)	Date of payment of Compensation (DD/MM/YYYY)
(1).	(2).	(3).	(4).	(5).	(6).	(7).	(8).	(9).
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2								
3								
4								
5								
6								
7								

NOTE - The report shall be prepared as per category of item for which the compensation is paid for non- observance of Standards of Performance.

Annexure-III

Report of action on Faulty Meters (1 Phase/ 3 Phase) By Nidar Utilities Panvel LLP

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	NUPLLP	NIL	NIL	NIL	NIL	NIL	NIL
2							
3							
4							
5							

Annexure-IV

Performance Report regarding Reliability Indices By Nidar Utilities Panvel LLP

(I) 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	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI = 6/5 (in Min)
(1).	(2).	(3).	(4).	(5).	(6).	(7).
1	Jul-20	0	0	477	0	0
2	Aug-20	0	0	499	0	0
3	Sep-20	516	14	519	7224	14
	Total	516	14	519	7224	14

(II) 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	Nt=Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
(1).	(2).	(3).	(4).	(5).	(6).
1	Jul-20	0	0	477	0.00
2	Aug-20	0	0	499	0.00
3	Sep-20	516	516	519	0.99
	Total	516	516	519	1

(III) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
(1).	(2).	(3).	(4).	(5).
1	Jul-20	0.00	0.00	0.00
2	Aug-20	0.00	0.00	0.00
3	Sep-20	13.92	0.99	14.00
	Total	13.92	0.99	14.00