

Report as submitted by  
MBPPL

# Mindspace Business Parks Private Limited

(Formerly Known as : Serene Properties Private Limited)



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MBPPL/Power/2019-20/M695

10<sup>th</sup> May 2019

To,  
The Secretary,  
Maharashtra Electricity Regulatory Commission,  
13th Floor, Centre No.1, World Trade Centre,  
Cuffe Parade, Mumbai-400005  
[Fax: 22163976 E-Mail: mercindia@merc.gov.in]

OFFICE OF THE  
MAHARASHTRA ELECTRICITY  
REGULATORY COMMISSION  
WTC, CUFFE PARADE, MUMBAI - 400 005.

14-6-19

Subject : Submission of Quarterly report (January-19 to March-19) as per Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014

Respected Sir,

We are submitting following Quarterly reports for the Q4 (FY 18-19) i.e. January-19 to March-19 are attached herewith this letter.

1. Quarterly Reports for Q4 (FY18-19) Annexure I to Annexure IV
2. CGRF report for Q4 (FY 18-19) as Annexure I

This submission is in compliance of Clause 13 of Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014

This is for your kind information please.

Thanking you,

Yours faithfully,  
For Mindspace Business Parks Private Limited

Authorized Signatory



Enclosures:

1. Quarterly Reports for Q4 (FY18-19) Annexure I to Annexure IV
2. CGRF report for Q4 (FY 18-19)

CIN : U45200MH2003PTC143610

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

January 19 to March 19

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	6	6	6	0	6	0
2	4.4	Intimation of charges where supply from existing lines.	Urban	0	6	6	6	0	6	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	7	7	7	0	7	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
10	4.13	Change of category	Urban	0	0	0	0	0	0	0

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

January 19 to March 19

Annexure-1  
Standards of Performance Level by the Distribution Licensee

11	5.4 (a)	Complaint of Voltage Variation- Local fault	Urban	0	0	0	0	0	0	0	0	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	0	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	0	0	0	0	0	0	0	0
14	6.1	Fuse off call	Urban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
15	6.2	Break down of Over head Line	Urban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
16	6.3	Underground Cable fault	Urban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
17	6.4	Transformer Failure	Urban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
18	7.2	Meter Reading	Urban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19	7.3	Replacement of Faulty Meter	Urban	0	4	4	4	4	4	4	4	4	4	4	4	4	4	4
20	7.4	Replacement of Burnt Meter	Urban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
21	7.6 , 7.7	Billing Complaint	Urban	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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

**Annexure-II**  
**Report of individual Complaints where Compensation has been paid**

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

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

**Annexure-III**

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

St. 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	Serene Electricity Distribution Licensee		0		0	0	0

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

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)	Ni = Total number of consumers of the distribution Licenseses area	Sum (Ri*Ni) for all feeders (excluding agri. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	January 19	0	0	133	0	0.000
2	February 19	12	70	136	840	6.176
3	March 19	0	0	135	0	0.000
Q4 TD 2018-19		12	70	135	0	6.1765
Q3 TD 2018-19		0	0	130	0	0.0000
Q2 TD 2018-19		0	0	129	0	0.0000
Q1 TD 2018-19		18	386	128	6948	54.2813
YTD 2018-19		18	386	135	6948	51.467

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DIVISION OF MINDSPACE BUSINESS PARKS PRIVATE LIMITED

Annexure-IV  
Performance Report regarding Reliability Indices

(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.	N = Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
1	2	3	4	5	6
1	January 19	0	0	133	0.000
2	February 19	12	12	136	0.088
3	March 19	0	0	135	0.000
<b>Q4 TD 2018-19</b>		<b>12</b>	<b>12</b>	<b>135</b>	<b>0.089</b>
<b>Q3 TD 2018-19</b>		<b>0</b>	<b>0</b>	<b>130</b>	<b>0.000</b>
<b>Q2 TD 2018-19</b>		<b>0</b>	<b>0</b>	<b>129</b>	<b>0.000</b>
<b>Q1TD 2018-19</b>		<b>18</b>	<b>18</b>	<b>128</b>	<b>0.141</b>
<b>YTD 2018-19</b>		<b>30</b>	<b>30</b>	<b>135</b>	<b>0.222</b>

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Annexure-IV  
 Performance Report regarding Reliability Indices

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	January 19	0.000	0.000	0.000
2	February 19	6.176	0.088	0.000
3	March 19	0.0000	0.000	0.000
Q4 TD 2018-19		6.1765	0.088	70.000
Q3 TD 2018-19		0.0000	0.000	0.000
Q3 TD 2018-19		0.0000	0.000	0.000
Q1TD 2018-19		54.2813	0.141	386.000
YTD 2018-19		60.4577	0.2289	456.0000
				0.000

*A.P. Singh*