

Report as submitted by
GEPL

Gigaplex Estate Private Limited



GEPL/Power/2022-23/208/G910

May 18th, 2022

To,
The Secretary,
Maharashtra Electricity Regulatory Commission,
13th Floor, Centre No.1, World Trade Centre,
Cuffe Parade, Mumbai-400005

Subject : Submission of Quarterly report of Q4 of FY 2021-22 as per
Maharashtra Electricity Regulatory Commission (Electricity
Supply Code and Standards of Performance of Distribution
Licensees including Power Quality) Regulations, 2021

Respected Sir,

We would like to submit the Quarterly Report for Q4 of FY 2021-22 (January to March 2022) in the requisite format (Annexure III to Annexure VII) which is attached herewith this letter.

This submission is in compliance of Clause 22.12.3 and 27.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021.

Thanking you,

Yours faithfully,

For Gigaplex Estate Private Limited



Authorized Signatory
Associate Vice President- Power

Enclosed: As above



Gigaplex Estate Private Limited
Deemed Distribution Licensee

January-2022 to March-2022

Annexure-III
Standards of Performance Level by the Distribution Licensee

| Sr. 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=c+d | f | g | h=f+g | i=e-h |
| 1 | Intimation of charges where supply to dedicated or after extension / augmentation. | Urban | 0 | 4 | 4 | 4 | 0 | 4 | 0 |
| 2 | New connection / add. load where supply from existing line. | Urban | 0 | 4 | 4 | 4 | 0 | 4 | 0 |
| 3 | New connection / add. Load where supply after extension / augmentation. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4 | New connection / add. Load where supply after commissioning of sub-station. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | Shifting of Meter / service Line. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6 | Reconnection of supply after payment of dues. | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7 | Change of Name | Urban | 0 | 6 | 6 | 6 | 0 | 6 | 0 |
| 8 | Change of category | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | Fuse off call | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 10 | Break down of Over head Line | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | Underground Cable fault/Bus Riser fault | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12 | Transformer and Associated Switchgear Failure | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13 | Meter Reading | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | Replacement of Faulty Meter | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15 | Replacement of Burnt Meter | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | Billing Complaint | Urban | 0 | 3 | 3 | 3 | 0 | 3 | 0 |
| 17 | Quality of Supply | | | | | | | | |
| 17.1 | Supply voltage variations | Urban | - | - | - | - | - | - | - |
| 17.2 | Supply voltage flicker | Urban | - | - | - | - | - | - | - |
| 17.3 | Supply voltage unbalance | Urban | - | - | - | - | - | - | - |
| 17.4 | Supply voltage dips and swells | Urban | - | - | - | - | - | - | - |
| 17.5 | Supply voltage individual harmonics and voltage THD | Urban | - | - | - | - | - | - | - |
| 17.6 | Supply Interruptions | Urban | - | - | - | - | - | - | - |





Gigaplex Estate Private Limited
Deemed Distribution Licensee

Annexure-IV
Report of individual Complaints where Compensation has been paid

| Sr. No. | Complaint No. | Date of filing complaint/Automatic Compensation | 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 |





Gigaplex Estate Private Limited
Deemed Distribution Licensee

Annexure-V

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 Estate Private Limited | 14 | 0 | 0 | 0 | 0 | 0 |





Gigaplex Estate Private Limited
Deemed Distribution Licensee

Annexure-VI
Report of Installation of Meters

| Sr. No. | Name of Distribution Licensee | Total Agriculture Connections at start of the Quarter (Nos.) | Metered Agriculture Connections at start of the Quarter (Nos.) | New Metered Agriculture Connections released during the Quarter (Nos.) | Unmetered Agriculture Connections at start of the Quarter (Nos.) | New Unmetered Agriculture Connections released during the Quarter (Nos.) | Meters installed to un-metered connections during the Quarter. (Nos.) | Unmetered Agriculture Connections at end of the Quarter (Nos.) | Metered Agriculture Connections at end of the Quarter (Nos.) | Total Agriculture Connections at end of the Quarter (Nos.) |
|---------|---------------------------------|--|--|--|--|--|---|--|--|--|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9=6+7-8) | (10=4+5+8) | (9+10) |
| 1 | Gigaplex Estate Private Limited | NA | NA | NA | NA | NA | NA | NA | NA | NA |





Gigaplex Estate Private Limited
Deemed Distribution Licensee

Annexure-VII
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 | January 22 | 0 | 0 | 94 | 0 | 0.000 |
| 2 | February 22 | 0 | 0 | 95 | 0 | 0.000 |
| 3 | March 22 | 0 | 0 | 92 | 0 | 0.000 |
| Q4 TD 2021-22 | | 0 | 0 | 92 | 0 | 0.0000 |

(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 | January 22 | 0 | 0 | 94 | 0.000 |
| 2 | February 22 | 0 | 0 | 95 | 0.000 |
| 3 | March 22 | 0 | 0 | 92 | 0.000 |
| Q4 TD 2021-22 | | 0 | 0 | 92 | 0.0000 |

(3) Customer Average Interruption Duration Index (CAIDI)

| Sr. No. | Month | SAIDI | SAIFI | SAIDI/ SAIFI |
|---------------|-------------|--------|-------|--------------|
| (1) | (2) | (3) | (4) | (5) |
| 1 | January 22 | 0.000 | 0.000 | 0.000 |
| 2 | February 22 | 0.000 | 0.000 | 0.000 |
| 3 | March 22 | 0.0000 | 0.000 | 0.000 |
| Q4 TD 2021-22 | | 0.0000 | 0.000 | 0.000 |

(4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers

| Sr. No. | Month | Ni = Number of HT Consumers who experienced a sustained interruption | Ri= Restoration time for each interruption event of HT Consumers | Sum. (Ri*Ni) for all HT Consumers | CAIDI=(5)/(3) |
|---------------|-------------|--|--|-----------------------------------|---------------|
| (1) | (2) | (3) | (4) | (5) | (6) |
| 1 | January 22 | 0.000 | 0.000 | 0.000 | 0 |
| 2 | February 22 | 0.000 | 0.000 | 0.000 | 0 |
| 3 | March 22 | 0.0000 | 0.000 | 0.000 | 0 |
| Q4 TD 2021-22 | | 0.0000 | 0.000 | 0.000 | 0.000 |

