

Report as submitted by
GEPL



GIGAPLEX ESTATE PRIVATE LIMITED
Deemed Distribution Licensee

Jul-2020 to Sep-2020

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	2	2	2	0	2	0
2	4.4	Intimation of charges where supply from existing lines.	Urban	0	2	2	2	0	2	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	2	2	2	0	2	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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							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
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	4	4	4	0	4	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	GEPL	7.3	0	4	4	4	Nil



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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	July 20	31	56	88	1736	19.727
2	August 20	30	25	88	750	8.523
3	September 20	0	0	90	0	0.000
Total		61	81	90	4941	28.250

(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	July 20	31	31	88	0.352
2	August 20	30	30	88	0.341
3	September 20	0	0	90	0.000
Total		61	61	90	0.693

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	July 20	19.727	0.352	56.000
2	August 20	8.523	0.341	0.000
3	September 20	0.000	0.000	0.000
Total		28.2500	0.6932	40.754