Report as submitted by JNPT

जवाहरलाल नेहरु पत्तन प्राधिकरण
JAWAHARLAL NEHRU PORT AUTHORITY

जनेप प्राधिकरण
JNPA

पत्तन कार्यालय : प्रशासन भवन, शेवा, नवी मुंबई - 400707. Port Office : Administration Bldg., Sheva, Navi Mumbai - 400 707.
मुख्य सतर्कता अधिकारी Chief Vigilance Officer - (022) 2724 4151 ; मुख्य महा प्रबंधक (प्रशासन) एवं सचिव Chief General Manager (Admn.) & Secy - (022) 2724 4021 ;
मुख्य महा प्रबंधक (यातायात) Chief General Manager (Traffic) - (022) 2724 4191; मुख्य महा प्रबंधक (यां.एवं वि.अ.) Chief General Manager (M&EE) - (022) 2724 4181 ;
मुख्य महा प्रबंधक (वित्त) Chief General Manager (Fin) - (022) 2724 4081;मुख्य महा प्रबंधक (प.यो.वि.) Chief General Manager (PP&D) - (022) 2724 4156
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Ref No: JNPA/SEZ/MERC/SOP/2025/ 1|

January 13, 2025

To
The Secretary,
Maharashtra Electricity Regulatory Commission
Mumbai.

Subject: Standard of Performance Quarterly Return for the Quarter Ending — December-2024.

Respected Sir,

In compliance to the MERC (Maharashtra Electricity Regulation Commission) Electricity Supply Code and Standards of performance of Distribution Licensee including power Quality Regulations 2021, the SOP quarterly return in the prescribed formats as given in Annexure I, Annexure III to VII for the quarter ending December, 2024 is attached herewith for your kind perusal.

Thanking You

Yours Faithfully

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Encl: - Annexure I and III to VII

मुंबई कार्यालय : 1502, एक्सप्रेस टॉवर्स, एयर इंडिया बिल्डिंग के पास, रामनाथ गोयंका मार्ग, नरीमन पॉइंट, मुंबई - 400021. दूरभाष / Tel. : (22) 6616 5600, फैक्स/ Fax : (22) 6743 1116
MUMBAI OFFICE : 1502, EXPRESS TOWERS, NEAR AIR INDIA BUILDING, RAMNATH GOENKA MARG, NARIMAN POINT, MUMBAI 400 021. TEL,: 91-22-6616 5600, FAX : 91-22-6743 1116
हमेशा हिन्दी में पत्राचार करके देश का गौरव बढ़ाएँ ।

Annexure- I

Quarterly Report DECEMBER'2024 on Consumer Grievances handled by the CGRF

Distribution Licensee :	JNPA-SEZ	CGRF:	JNPA-SEZ

A. Summery of Grievance Redressal during the quarterly period from 01.07.2024 to 30.09.2024

No. of Grivances pending on start date	No. of Grivances received during the period	Total No. of grivance during the period	No of grivance not admitted or withdrawn during the period	Total No.of Grivance Actionable during the period	No. of Grivance		Total No.of grivances redressed during the period	Total no. of Grivances pending at end of period.	No. of Decisions in favour of Consumer	No. of Decisions in favour of Licensee	No.of orders requring compliance report by Licensee	No.of orders providing paymnets of compensation on by Licensee to	Status of compliance by		
					within 60 days	Beyond 60 Days							Reports received within period as per order	Reports received beyond specified period in the order	Not Complied
A	B	C=(A+B)	D	E=(C-D)	F	G	H=(H-E)	I=(H-E)	J	K=(H-J)	L	M	N	O	P
0	0	0	0	0	0 Nill	Nill	0	0	0	0	0	0	0 Nill	Nill	Nill

B. Category-wise break-up of Grivaances redressed

Category of	No of Complaint
Commercial	0
Industrial	0
Total	0

C. Nature of Grievances Redressed

Nature of Complaint	No of Complaint
Billing releated	0
Meter Fault	0
Technical	0
New connection	0
Quality of supply	0
Service Related	0
Others	0
Total	0

D. No.of CGRF's Sitting the during Quarter

CGRF Chairperson post is vaccant

E. No. of cases pending for more than two weeks
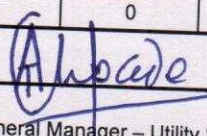
Nill

Chairperson
CGRF - JNPA SEZ

Note: Hon. MERC is Yet to appoint Chairperson, CGRF at JNPA-SEZ (Deemed Distribution Licensee).
Hon. MERC has Not Yet appointed Chairperson CGRF to JNPA-SEZ.

JAWAHARLAL NEHRU PORT AUTHORITY-SEZ

Annexure III Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return **DECEMBER- 2024** to be submitted to the Commission by the Distribution Licensee

Sr No	Parameters	Area	Pending complaints nos (Previous Quarter)	Complaints in current quarter	Total Complaints	No of complaints addressed			Pending complaints at end of quarter
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	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
2	New connection / additional Load where supply from existing line	Urban	0	0	0	0	0	0	0
		Rural	0	0	0	0	0	0	0
3	New connection/ additional load where supply after extension/ augmentation	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
4	New connection/ additional load where supply after commissioning of sub station	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
5	Shifting of Meter/ service line	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
6	Reconnection of supply after payment of dues	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
7	Change of Name	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
8	Change of Category	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
9	Fuse of call	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
10	Break down of over head line	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
11	Underground cable fault/ Bus riser fault	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
12	Transformer & associated switchgear failure	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	o	o	0	0	0
13	Metre Reading	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
14	Replacement of faulty metrers	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
15	Replacement of burnt meter	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
16	Billing complaint	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0
17	Quality of supply (Specify the parameter)	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
		Rural	0	0	0	0	0	0	0

Authorised Signatory
(**Anil T Chopade** | Dy. General Manager – Utility Services)
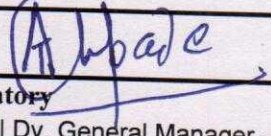M +91 98336 72435
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Annexure-IV Report of individual Complaints where Compensation has been paid

Format for quarterly return **DECEMBER-2024** to be submitted to the Commission by the Distribution Licensee

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 payment of compensation (DD/MM/YYYY)
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

Note - The report shall be prepared as per category of item for which the compensation is paid for non-observance of standard of performance.

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Annexure-V Report of action on Faulty Meters (1 Phase/ 3 Phase).

Format for quarterly return **DECEMBER-2024** to be submitted to the Commission by the Distribution Licensee

Sr No	Name of Distribution Licensee	Reference to overall standard	Faulty Meter at start of the quarter (Nos)	Faulty Meter added during the quarter (Nos)	Total Faulty meters (Nos)	Meter rectified/ replaced (Nos)	Faulty Meters pending at end of quarter (Nos)
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]
1	JNPA-SEZ	NIL	NIL	NIL	NIL	NIL	NIL

Authorised Signatory
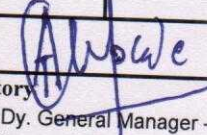(**Anil T Chopade** | Dy. General Manager – Utility Services)
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Annexure-VI Report of Installation of Meter

Format for quarterly return **DECEMBER-2024** to be submitted to the Commission by the Distribution Licensee

Sr No	Name of Distribution Licensee	Total Agriculature connections at start of the quarter (Nos)	Metered Agriculture connection at start of the quarter (Nos)	New Meter Agriculture connections released during the quarter (Nos)	Unmetered agriculture connections at start if the quarter (Nos)	New Unmetered agriculture connection released during the quarter (Nos)	Meter installed to unmetered agriculture connections during the quarter (Nos)	Unmetered agriculture connections at start of the quarter (Nos)	New Unmetered agriculture connections released during the quarter (Nos)	Meter installed to unmetered agriculture connection during the quarter (Nos)
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9=6+7+-8]	[10=4+5+8]	[11=9+10]
1	JNPA-SEZ	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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Annexure-VII Performance Report regarding Reliability Indices.

Formats for Quarterly returns **December 2024** to be submitted to the Commission by the Distribution Licensee

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	Nt=Total number of consumers of the distribution Licensees area.	Sum.(Ri*Ni) for all feeders excluding agriculture feeders	SAIDI=(6)/(5)
[1]	[2]	[3]	[4]	[5]	[6]	[7]
1	Oct-24	0	0	25	0	0.00
2	Nov-24	0	0	75	385	5.13
3	Dec-24	0	0	26	0	0.00
	Total			126	385	5.13

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	Oct-24	0	0	25	0.000
2	Nov-24	0	53	75	0.707
3	Dec-24	0	0	26	0.000
	Total		53	126	0.707

3) Customer Average Interruption Duration Index (CAIDI)

Sr No	Month	SAIDI	SAIFI	SAIDI/SAIFI
[1]	[2]	[3]	[4]	[5]
1	Oct-24	0.00	0.00	0.00
2	Nov-24	15.40	2.120	7.3
3	Dec-24	0.00	0.000	0.0
	Total	15	2.120	7.3

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

Sr No	Month	Ni=Number of HT consumers who exprerienced a sustained interruption	Ri=Restoration time for each interruption event on HT feeder	sum.(Ri*Ni) for all HT consumers	CAIDI=(5)/(3)
[1]	[2]	[3]	[4]	[5]	[6]
1	Oct-24	0	0	0	0
2	Nov-24	19	0	139	7.32
3	Dec-24	0	0	0	0
	Total	19	0	139	7.32

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