Report as submitted by JNPT



जवाहरलाल नेहरू पत्तन प्राधिकरण JAWAHARLAL NEHRU PORT AUTHORITY

पत्तन कार्यालय : प्रशासन भवन, शोवा, 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.ज.) Chief General Manager (M&EE) - (022) 2724 4021 ; मुख्य महा प्रबंधक (वित्त) Chief General Manager (Fin) - (022) 2724 4081,मुख्य महा प्रबंधक (प्र.यो.वि.) Chief General Manager (M&EE) - (022) 2724 4181 ; उप-संरक्षक Dy. Conservator (022) 2724 4171; हार्बर मास्टर (022) 2724 4173. Website : www.jnport.gov.in • E-mail : info@jnport.gov.in

Ref No: JNPA/SEZ/MERC/SOP/2025/ 1/

January 13, 2025

ISO 9001 : 2015 ISO 14001 : 2015 ISO 27001 : 2013

ISO 45001 : 2018

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

Authorized Signatory (Anil T Chopade | DGM-US) M +91 98336 72435 anilchopade@jnport.gov.in Encl: - Annexure I and III to VII

	Anexue-I
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CORF. JNPA-SEZ. 7:014 to 30.09.2024 Total no. of front no. of fr	
Autoration Autorati	1 month
Americal It DECEMBER/2014 on Consumer Grievances bandled by the CGRF	

	Format fo	or Quarterly R	eturn DECEMBE	R- 2024 to be	nce Level by t	he Distributio	n Licensee		
						e Commission	by the Distributio	on Licensee	
No	Daramatara	Area	Pending complaints nos (Previous Quarter)	quarter	Total Complaints	No	of complaints ac	ldressed	Pending complaint at end of quarter
	Intimation of charges where		C	d	e=c+d	f	g	h=f+g	i=e-h
1	supply to dedicated or after extension/ augmentation	orban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	New connection / additiona	Rural	0	0	0	0	0	0	0
2	Load where supply from	orbait	0	0	0	0	0	0	0
	existing line New connection/ additional	Rural	0	- 0	0	0	0	0	0
3	load where supply after	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	extension/ augmentation	Rural	0	0	0	0	0	0	0
4	New connection/ additional load where supply after	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	commissioning of sub station	Rural	0	0	0	0	0	0	0
5	Shifting of Meter/ service line	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NII
-		Rural	0	0	0	0	0	0	NIL 0
5	Reconnection of supply after payment of dues	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
+		Rural	0	0	0	0	0	0	0
	Change of Name	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
+		Rural	0	0	0	0	0	0	0
0	Change of Category	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
1		Rural	0	0	0	0	0	0	0
F	Fuse of call	Urban	NIL	NIL	NIL	NIL	NIL	NIL	
1		Rural	0	0	0	0	0	0	NIL
в	Break down of over head line	Urban	NIL	NIL	NIL	NIL	NIL	NIL	0
L		Rural	0	0	0	0	0	0	NIL
U	Inderground cable fault/ Bus	Urban	NIL	NIL	NIL	NIL	NIL		0
	ser fault	Rural	0	0	0	0		NIL	NIL
T	ransformer & associated	Urban	* NIL	NIL	NIL	NIL	0	0	0
sv	witchgear failure	Rural	0	0	0	O	NIL	NIL	NIL
Me	etre Reading	Urban	NIL	NIL	NIL	NIL	0 NII	0	. 0
-		Rural	0	0	0	0	NIL 0	NIL	NIL
Re	eplacement of faulty metrers	Urban	NIL	ŃIL	NIL	NIL		0	0
1		Rural	0	0	0	0	NIL	NIL	NIL
Re	placement of burnt meter	Urban	NIL	NIL	NIL		0	0	0
		Rural	0	0	0	NIL	NIL	NIL	NIL
2:11:	ing complaint	Jrban	NIL	NIL	NIL	0	0	0	0
2111		Rural	0			NIL	NIL	NIL	NIL
Qua		Jrban	NIL	0 NIL	0	0	0	0	0
Sp	ality of supply L becify the parameter)	Rural	0		NIL	NIL	NIL	NIL	NIL
				0	0	0	0	0	0
							AL	oure	
					(Ani	horised Signat I T Chopade 91 98336 7243	Dy. General Mar		

		JAWA	HARLA	L NEHRU	PORTA	UTHORIT	Y-SE7	
		Annexure-IV Repo	rt of indivi	dual Comp	laints when	re Compensa	tion has been	naid
	Format for	quarterly return DEC	EMBER-2	024 to be s	ubmitted to	the O	tion has been	paid
						the Commiss	ion by the Distr	ibution 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
perfoi	- The report sha mance.	ll be prepared as per c	ategory of it	em for which	the comper	-	for non-observa	nce of standard of

		JAWAHAI	RLAL NEHR	U PORT AU	THORITY-SI	F7	
		Annexure-V Re	port of action of	on Faulty Meter	s (1 Phase/ 3 Pl		
For	mat for quarte	rly return DECEME	BER-2024 to be	submitted to the	Commission by	the Distribut	ion Licenses
Sr No	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 Sign Anil T Chopade M +91 98336 724 anilchopade@jnp	e Dy. General A 435	Aanager - Ut	ility Services)

				JAWAHAF	RLAL NEHRU	PORT AUTHO	RITY-SEZ			
				Annexu	re-VI Report o	f Installation of	Meter			
		Format fo	r quarterly retu	IT DECEMBER	2024 to be sub	mitted to the Co	mmission by th	e Distribution Li	censee	
Sr No	Name of Distribution Licensee [2]	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	New Unmetered	Meter installed to unmetered agriculture connections	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	[4]	[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
							Authorised Sig (Anil T Chopad M +91 98336 7 anilchopade@jr	natory le Dy. Genera 2435	Manager - Utili	ty Services).
										and a second
						•				
				9						

Sr No [1] 1 2 3		Tor Quarterly returns Dec	Ri=Restoration time	itted to the Commission n Duration Index (SAI) Nt=Total number of	on by the Distributio	n Licensee SAIDI=(6)/(5)
[1] 1 2	[2] Oct-24	1) Syst Ni=Number of Consumers Who experienced a sustained interruption on ith feeder.	Ri=Restoration time for each interruption	Nt=Total number of consumers of the distribution	on by the Distributio DI) Sum.(Ri*Ni) for all feeders excluding	
[1] 1 2	[2] Oct-24	Ni=Number of Consumers Who experienced a sustained interruption on ith feeder.	Ri=Restoration time for each interruption	Nt=Total number of consumers of the distribution	DI) Sum.(Ri*Ni) for all feeders excluding	
[1] 1 2	[2] Oct-24	NI=Number of Consumers Who experienced a sustained interruption on ith feeder.	Ri=Restoration time for each interruption	Nt=Total number of consumers of the distribution	Sum.(Ri*Ni) for all feeders excluding	SAIDI=(6)/(5)
1 2	Oct-24	A REAL PROPERTY AND A REAL				
2		and the second se	[4]		feeders	
	Nov-24	0	0	[5]	[6]	[7]
3	1.00-24	0	0	25	0	0.00
	Dec-24	0	0	75	385	5.13
	Total		0	26	0	0.00
1997 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 - 1998 -		2) System Average		126	385	5.13
	Same The	Ni=Number of	e Interuption Frequenc	y Index (SAIFI)	S. With States	
Sr No	Month	Consumers Who experienced a sustained interruption on ith feeder.	fard to the terms	Nt=Total number of consumers of the distribution Licensees area.	SAIFI=(4)/(5)	
[1]	[2]	[3]	[4]	(=)		
1	Oct-24	0	0	[5]	[6]	
2	Nov-24	0		25	0.000	
3	Dec-24	0	53	75	0.707	
	Total		0	26	0.000	
	and the second se	ustomer Average Interne	53	126	NAME AND ADDRESS OF TAXABLE PARTY.	
		asconici Average interrii	Service of the servic	120	0.707	
Sr No	Month	CAIDI	ption Duration Index (C	AIDI)	0.707	
	Month	SAIDI	SAIFI	AIDI) SAIDI/SAIFI	0.707	
[1]	Month [2]	[3]	SAIFI [4]	AIDI)	0.707	
[1] 1	[2] Oct-24	[3] 0.00	SAIFI [4] 0.00	AIDI) SAIDI/SAIFI [5] 0.00	0.707	
[1] 1 2	Month [2] Oct-24 Nov-24	[3] 0.00 15.40	SAIFI [4] 0.00 2.120	AIDI) SAIDI/SAIFI [5]	0.707	
[1] 1 2 3	I [2] Oct-24 Nov-24 Dec-24	SAIDI [3] 0.00 15.40 0.00	SAIFI [4] 0.00	AIDI) SAIDI/SAIFI [5] 0.00	0.707	
[1] 1 2 3	Month[2]Oct-24Nov-24Dec-24Total	SAIDI [3] 0.00 15.40 0.00 15	SAIFI [4] 0.00 2.120 0.000 2.120	AIDI) SAIDI/SAIFI [5] 0.00 7.3 0.0 7.3		
[1] 1 2 3	Month[2]Oct-24Nov-24Dec-24Total	SAIDI [3] 0.00 15.40 0.00 15	SAIFI [4] 0.00 2.120 0.000 2.120	AIDI) SAIDI/SAIFI [5] 0.00 7.3 0.0 7.3		
1 2 3 1	Month [2] Oct-24 Nov-24 Dec-24 Total 4) C	SAIDI [3] 0.00 15.40 0.00	SAIFI [4] 0.00 2.120 0.000 2.120	AIDI) SAIDI/SAIFI [5] 0.00 7.3 0.0 7.3		
[1] 1 2 3 7 7	Month [2] Oct-24 Dec-24 Total 4) C Month [2]	SAIDI [3] 0.00 15.40 0.00 15 ustomer Average Interru Ni=Number of HT consumers who exprerienced a	SAIFI [4] 0.00 2.120 0.000 2.120 otion Duration Index (Cr Ri=Restoration time for each interruption event on HT feeder	AIDI) SAIDI/SAIFI [5] 0.00 7.3 0.0 7.3 AIDI) for HT consumers sum.(Ri*Ni) for all HT consumers	s CAIDI=(5)/(3)	
[1] 1 2 3 7 7 7 7 7 7 7 7 7 7 7 7 7	Month [2] Oct-24 Dec-24 Total 4) C Month [2] Oct-24	SAIDI [3] 0.00 15.40 0.00 15 ustomer Average Interrup Ni=Number of HT consumers who exprerienced a sustained interruption	SAIFI [4] 0.00 2.120 0.000 2.120 Dition Duration Index (Constraints) Ri=Restoration time for each interruption	AIDI) SAIDI/SAIFI [5] 0.00 7.3 0.0 7.3 AIDI) for HT consumers sum.(Ri*Ni) for all HT consumers [5]	s CAIDI=(5)/(3) [6]	
[1] 1 2 3 7 No 1] 1 1 2 1	Month [2] Oct-24 Dec-24 Total () Month [2] Oct-24 Nov-24 [2] Oct-24 Nov-24	SAIDI [3] 0.00 15.40 0.00 15 ustomer Average Interrup Ni=Number of HT consumers who exprerienced a sustained interruption [3]	SAIFI [4] 0.00 2.120 0.000 2.120 otion Duration Index (Cr Ri=Restoration time for each interruption event on HT feeder [4] 0	AIDI) SAIDI/SAIFI [5] 0.00 7.3 0.0 7.3 AIDI) for HT consumers sum.(Ri*Ni) for all HT consumers [5] 0	s CAIDI=(5)/(3) [6] 0	
[1] 1 2 3 7 No 1] 1 2 1 3 [Month [2] Oct-24 Dec-24 Total 4) C Month [2] Oct-24	SAIDI [3] 0.00 15.40 0.00 15 ustomer Average Interru Ni=Number of HT consumers who exprerienced a sustained interruption [3] 0	SAIFI [4] 0.00 2.120 0.000 2.120 otion Duration Index (C/ Ri=Restoration time for each interruption event on HT feeder [4]	AIDI) SAIDI/SAIFI [5] 0.00 7.3 0.0 7.3 AIDI) for HT consumers sum.(Ri*Ni) for all HT consumers [5]	s CAIDI=(5)/(3) [6]	