

Report as submitted by
MBPPL



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

July-19 to Sept-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	6	6	6	0	6	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
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	1	1	0	1	1	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



SERENE ELECTRICITY DISTRIBUTION LICENSEE
DIVISION OF MINDSPACE BUSINESS PARKS PRIVATE LIMITED

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	Serene Electricity Distribution Licensee	0	0	1	1	1	0



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)	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 19	0	0	137	0	0.000
2	Aug 19	0	0	139	0	0.000
3	Sep 19	0	0	139	0	0.000
Q1 TD 2019-20		0	0	139	0	0.0000
YTD 2019-20		0	0	139	0	0.000

(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 19			137	0.000
2	Aug 19			139	0.000
3	Sep 19			139	0.000
YTD 2019-20		0	0	139	0.000

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	July 19	0.000	0.000	0.000
2	Aug 19	0.000	0.000	0.000
3	Sep 19	0.0000	0.000	0.000
YTD 2019-20		0.0000	0.0000	0.0000
				0.000

Annexure-I
Quarterly Report on Consumer Grievances handled by the CGRF

Distribution SERENE ELECTRICITY DISTRIBUTION LICENSEE
Licensee: DIVISION OF MINDSPACE BUSINESS PARKS PVT. LTD.

CGRF: SERENE ELECTRICITY DISTRIBUTION LICENSEE
DIVISION OF MINDSPACE BUSINESS PARKS PVT. LTD.



A. Summary of Grievance Redressal during the quarterly period from 01.07.2019 to 30.09.2019

No. of Grievances pending on start date	No. of Greivance received during the period	Total no. of Grievances during the period	No. of Grievances not admitted or withdrawn during the period	Total No. of Grievances actionable during the period	No. of Grievances		Total no. of Grievances redressed during the period	Total No. of Grievances pending at end of period	No. of Decisions in favour of consumer	No. of Decisions in favour of Licensee	No. of Orders requiring compliance report by Licensee	No. of orders providing payment 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=(F+G)	I=(H-E)	J	K=(H-J)	L	M	N	O	P
0	0	0	0	0	NIL	NIL	0	0	0	0	0	0	NIL	NIL	NIL

B. Category-wise break up of Grievances redressed

Category of	No. of Complaints
Commercial	0
Industrial	0
Total	0

C. Nature of Grievances redressed

Nature of Complaint	No. of Complaints
Billing related	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 Sittings during the quarter
NIL

E. No. of cases pending for more than two months
NIL

(G. S. Trimukhe)
Chairperson, CGRF, Serene Electricity Distribution Licensee
Div. of Mindspace Business Parks Pvt. Ltd.



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

July-19 to Sept-19

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(G. S. Trimukhe)
Chairperson, CGRF, Serene Electricity Distribution Licensee
Div. of Mindspace Business Parks Pvt. Ltd.