

Report as submitted by
Nidar Utilities

Annexure-1

Standards of Performance Level by the NIDAR Utilities Panel LLP

Sr. No.	SOP Regulati on No.	Parameters	Area	Pending complaintNos.	Complaints in current Qtr.	Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending complaints at end of Qtr.
1	4.3	New connection- inspection of premises.	Class-I Cites/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2	4.4	Intimation of charges where supply from existing lines.	Class-I Cites/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after	Class-I Cites/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
4	4.7	New connection / add. load where supply from existing line.		NIL	NIL	NIL	NIL	NIL	NIL	NIL
5	4.8	New connection / add. Load where supply after extension / augumentation		NIL	NIL	NIL	NIL	NIL	NIL	NIL
6	4.9	New connection / add. Load where supply after commissioning of sub-station.		NIL	NIL	NIL	NIL	NIL	NIL	NIL
7	4.12	Shifting of Meter / service Line.	Class-I Cites/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
8	6.1	Reconnection of supply after payment of dues.	Class-I Cites/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
9	4.13	Change of Name		NIL	NIL	NIL	NIL	NIL	NIL	NIL
10	4.13	Change of category		NIL	NIL	NIL	NIL	NIL	NIL	NIL

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11	5.4 (a)	Complaint of Voltage Variation-Local fault			NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
12	5.4 (b)	Complaint of Voltage Variation-Net work			NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required			NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
14	6.1	Fuse off call																		
			Class-I Cites/Urban		NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural																	
15	6.2	Break down of Over head Line																		
			Class-I Cites/Urban		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
			Rural																	
16	6.3	Underground Cable fault																		
			Class-I Cites/Urban		NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural																	
17	6.4	Transformer Failure																		
			Class-I Cites/Urban		NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural																	
18	7.2	Meter Reading																		
					NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
19	7.3	Replacement of Faulty Meter																		
			Class-I Cites/Urban		NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural																	
20	7.4	Replacement of Burnt Meter																		
			Class-I Cites/Urban		NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural																	
21	7.6, 7.7	Billing Complaint																		
					NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

Prashant
02/11/2019

Annexure-III

Report of action on Faulty Meters (1 Phase/ 3 Phase) By Nidar Utilities Panvel LLP

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	NUPLLP	NIL	NIL	NIL	NIL	NIL	NIL
2							
3							
4							
5							

Prashant
03/10/2015

Annexure II
Report of individual Complaints where Compensation has been paid By Nidar Utilities Panvel LLP

Sr. No.	Complaint No.	Date of filing complaint	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
2								
3								
4								
5								
6								
7								

NOTE - The report shall be prepared as per category of item for which the compensation is paid for non- observance of Standards of Performance.

Prashant
02/10/2019

Annexure-IV

Performance Report regarding Reliability Indices By Nidar Utilities Panvel LLP

(I) 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 agri. Feeders)	SAIDI = 6/5 (in Min)
(1).	(2).	(3).	(4).	(5).	(6).	(7).
1	Jul-19	136	25.00	142	3400.00	23.94
2	Jul-19	142	8.00	142	1136.00	8.00
3	Jul-19	142	8.00	142	1136.00	8.00
Total	Jul-19	420	41	142	5672	39.94
4	Aug-19	0	0	141	0.00	0.00
5	Sep-19	0	0	141	0.00	0.00
Total	Total	420.00	41.00	141	5672.00	39.94

(II) 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	Nt=Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
(1).	(2).	(3).	(4).	(5).	(6).
1	Jul-19	136	136	142	0.96
	Jul-19	142	142	142	1.000
	Jul-19	142	142	142	1.000
Total	Jul-19	420	420	142	2.96
2	Aug-19	0	0	141	0.000
3	Sep-19	0	0	141	0.000
Total	Total	420	420	141	2.96

(III) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
(1).	(2).	(3).	(4).	(5).
1	Jul-19	39.94	2.958	13.50
2	Aug-19	0.00	0.000	0.00
3	Sep-19	0.00	0.000	0.00
Total	Total	39.94	2.96	13.50

Prashant
03/10/2019