# Report as submitted by GEPL



Deemed Distribution Licensee

April-2021 to June-2021

# Annexure-III Standards of Performance Level by the Distribution Licensee

			Pending complaint	Complaints in	Total	No. of c	omplaints addr	essed	Pending
Sr. No.	Parameters	Area Nos. (previous Quarter) Complaints in current Qtr. complaints			Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at end of Qtr.	
	a	b	с	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	0	3	3	3	0	3	0
2	New connection / add. load where supply from existing line.	Urban	0	3	3	3	0	3	0
3	New connection / add. Load where supply after extension / augmentation.	Urban	0	0	0	0	0	0	0
4	New connection / add. Load where supply after commissioning of substation.	Urban	0	0	0	0	0	0	0
5	Shifting of Meter / service Line.	Urban	0	0	0	0	0	0	0
6	Reconnection of supply after payment of dues.	Urban	0	0	0	0	0	0	0
7	Change of Name	Urban	0	0	0	0	0	0	0
8	Change of category	Urban	0	0	0	0	0	0	0
9	Fuse off call	Urban	0	0	0	0	0	0	0
10	Break down of Over head Line	Urban	0	0	0	0	0	0	0
11	Underground Cable fault/Bus Riser fault	Urban	0	0	0	0	0	0	0



Deemed Distribution Licensee

April-2021 to June-2021

# Annexure-III Standards of Performance Level by the Distribution Licensee

			Pending complaint	6 1:4:	Total -	No. of c	omplaints addr	essed	Pending
Sr. No.	Parameters	Area	Nos. (previous Quarter)	Complaints in current Qtr.	10tal complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	complaints at end of Qtr.
	a	b	с	d	e=c+d	f	g	h=f+g	i=e-h
12	Transformer and Associated Switchgear Failure	Urban	0	0	0	0	0	0	0
13	Meter Reading	Urban	0	0	0	0	0	0	0
14	Replacement of Faulty Meter	Urban	0	0	0	0	0	0	0
15	Replacement of Burnt Meter	Urban	0	0	0	0	0	0	0
16	Billing Complaint	Urban	0	0	0	0	0	0	0
17	Quality of Supply								
17.1	Supply voltage variations	Urban	-	-	-	-	-	-	-
17.2	Supply voltage flicker	Urban	-	-	-	-	-	-	-
17.3	Supply voltage unbalance	Urban	-	-	T.	-	-	-	-
17.4	Supply voltage dips and swells	Urban	-	-	-	-	-	-	-
17.5	Supply voltage individual harmonics and voltage THD	Urban	-	-	-	-	-	-	-
17.6	Supply Interruptions	Urban	-	-	-	-	-	-	-



#### **Deemed Distribution Licensee**

# Annexure-IV Report of individual Complaints where Compensation has been paid

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 Compensation (DD/MM/YYYY)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL



#### **Deemed Distribution Licensee**

#### Annexure-V 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	Gigaplex Estate Private Limited	14	0	0	0	0	0



# Gigaplex Estate Private Limited Deemed Distribution Licensee

#### Annexure-VI Report of Installation of Meters

Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter. (Nos.)	Agriculture Connections at end	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9=6+7-8)	(10=4+5+8)	(9+10)
1	Gigaplex Estate Private Limited	NA	NA	NA	NA	NA	NA	NA	NA	NA



Deemed Distribution Licensee

# Annexure-VII 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	April 21	0	0	86	0	0.000
2	May 21	0	0	89	0	0.000
3	June 21	0	0	88	0	0.000
Q1 TD 2021-22		0	0	88	0	0.0000

#### (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	April 21	0	0	86	0.000
2	May 21	0	0	89	0.000
3	June 21	0	0	88	0.000
Q1 TD 2021-22		0	0	88	0.0000

#### (3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
(1)	(2)	(3)	(4)	(5)
1	April 21	0.000	0.000	0.000
2	May 21	0.000	0.000	0.000
3	June 21	0.0000	0.000	0.000
Q1 TD 2021-22		0.0000	0.000	0.000

#### (4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers

Sr. No.	Month	Ni = Number of HT Consumers who experienced a sustained interruption	IR1= Restoration time	Sum. (Ri*Ni) for all HT Consumers	CAIDI=(5)/(3)
(1)	(2)	(3)	(4)	(5)	(6)
1	April 21	0.000	0.000	0.000	0
2	May 21	0.000	0.000	0.000	0
3	June 21	0.0000	0.000	0.000	0
Q1 TD 2021-22		0.0000	0.000	0.000	0.000