

Report as submitted by
GEPL



Gigaplex Estate Private Limited
Deemed Distribution Licensee

April-2021 to June-2021

Annexure-III
Standards of Performance Level by the Distribution Licensee

Sr. 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=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 sub-station.	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



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	a	b	c	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	-	-	-	-	-	-	-
17.4	Supply voltage dips and swells	Urban	-	-	-	-	-	-	-
17.5	Supply voltage individual harmonics and voltage THD	Urban	-	-	-	-	-	-	-
17.6	Supply Interruptions	Urban	-	-	-	-	-	-	-



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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



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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	Ri= Restoration time for each interruption event of HT Consumers	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