

Report as submitted by
KRC Infrastructure



KRC Infrastructure and Projects Pvt Ltd
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 | 6 | 6 | 6 | 0 | 6 | 0 |
| 2 | New connection / add. load where supply from existing line. | Urban | 0 | 6 | 6 | 6 | 0 | 6 | 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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|---------|---|-------|---|----------------------------|------------------|---------------------------------|---------------------------|----------------------------|-----------------------------------|
| | | | | | | 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 |
| 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 | KRC Infrastructure and Projects Pvt Ltd | 14 | 0 | 0 | 0 | 0 | 0 |



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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 | 76 | 0 | 0.000 |
| 2 | May 21 | 0 | 0 | 74 | 0 | 0.000 |
| 3 | June 21 | 0 | 0 | 75 | 0 | 0.000 |
| Q1 TD 2021-22 | | 0 | 0 | 75 | 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 | 76 | 0.000 |
| 2 | May 21 | 0 | 0 | 74 | 0.000 |
| 3 | June 21 | 0 | 0 | 75 | 0.000 |
| Q1 TD 2021-22 | | 0 | 0 | 75 | 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 |