

Report as submitted by
MBPPL

Mindspace Business Parks Private Limited

(Formerly Known as : Serene Properties Private Limited)



MBPPL/Power/2021-22/108/M1016

February 3, 2022

To,
The Secretary,
Maharashtra Electricity Regulatory Commission,
13th Floor, Centre No.1, World Trade Centre,
Cuffe Parade, Mumbai-400005

Subject : Submission of Quarterly reports as per Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021

Respected Sir,


We would like to submit the Quarterly Report for Q3 of FY 2021-22 (October to December 2021) in the requisite format (Annexure III to Annexure VII) which is attached herewith this letter.

This submission is in compliance of Clause 22.12.3 and 27.1 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021.

Thanking you,

Yours faithfully,

For Mindspace Business Parks Private Limited


Authorized Signatory



Enclosed: As above

CIN : U45200MII2003PTC143610

Regd. Office : Raheja Tower, Plot No.C-30, Block 'G', Bandra Kurla Complex, Bandra (East), Mumbai - 400 051.
Phone : +91-22-2656 4000 Fax : +91-22-2656 4004 Website : www.krahejacorp.com



Mindspace Bussiness Parks Private Limited
Deemed Distribution Licensee

October-2021 to December-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 | 2 | 2 | 2 | 0 | 2 | 0 |
| 2 | New connection / add. load where supply from existing line. | Urban | 0 | 2 | 2 | 2 | 0 | 2 | 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 |
| 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 | 1 | 1 | 1 | 0 | 1 | 0 |
| 15 | Replacement of Burnt Meter | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16 | Billing Complaint | Urban | 0 | 8 | 8 | 8 | 0 | 8 | 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 | - | - | - | - | - | - | - |





Mindspace Bussiness Parks Private Limited
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 |





Mindspace Bussiness Parks Private Limited
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 | Mindspace Bussiness Parks Private Limited | 14 | 0 | 1 | 1 | 1 | 0 |





Mindspace Bussiness Parks Private Limited
Deemed Distribution Licensee

Annexure-IV
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.) | Unmetered Agriculture Connections at end of the Quarter (Nos.) | 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 | Mindspace Business Parks Private Limited | NA | NA | NA | NA | NA | NA | NA | NA | NA |





Minspace Business Parks Private Limited
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 | October 21 | 0 | 0 | 130 | 0 | 0.000 |
| 2 | November 21 | 0 | 0 | 131 | 0 | 0.000 |
| 3 | December 21 | 0 | 0 | 130 | 0 | 0.000 |
| Q3 TD 2021-22 | | 0 | 0 | 130 | 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 | October 21 | 0 | 0 | 130 | 0.000 |
| 2 | November 21 | 0 | 0 | 131 | 0.000 |
| 3 | December 21 | 0 | 0 | 130 | 0.000 |
| Q3 TD 2021-22 | | 0 | 0 | 130 | 0.0000 |

(3) Customer Average Interruption Duration Index (CAIDI)

| Sr. No. | Month | SAIDI | SAIFI | SAIDI/SAIFI |
|---------------|-------------|--------|-------|-------------|
| (1) | (2) | (3) | (4) | (5) |
| 1 | October 21 | 0.000 | 0.000 | 0.000 |
| 2 | November 21 | 0.000 | 0.000 | 0.000 |
| 3 | December 21 | 0.0000 | 0.000 | 0.000 |
| Q3 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 | October 21 | 0.000 | 0.000 | 0.000 | 0 |
| 2 | November 21 | 0.000 | 0.000 | 0.000 | 0 |
| 3 | December 21 | 0.0000 | 0.000 | 0.000 | 0 |
| Q3 TD 2021-22 | | 0.0000 | 0.000 | 0.000 | 0 |

