

Report as submitted by  
MBPPL

# Mindspace Business Parks Private Limited

(Formerly Known as : Serene Properties Private Limited)



MBPPL/Power/2024-25/108/M258

Date: January 16<sup>th</sup>, 2025

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

Subject : Submission of Quarterly report for Q3 of FY 2024-25 as per Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021

Respected Sir,

With reference to the above cited subject, Mindspace Business Parks Private Limited (MBPPL) herewith respectfully submit the SoP Quarterly Report for Q3 of FY 2024-25 (October to December 2024) in the requisite format (Annexure III to Annexure VII).

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**  
**HOD - Power**



**Enclosed:** As above



**Mindspace Business Parks Private Limited**  
Deemed Distribution Licensee

October-2024 to December-2024

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
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	5	5	5	0	5	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	-	-	-	-	-	-	-





**Minspace Business 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 Business 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 Business Parks Private Limited	14	0	5	5	5	0





**Minspace Business 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	Minspace Business Parks Private Limited	NA	NA	NA	NA	NA	NA	NA	NA	NA





**Mindspace 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 24	0	0	137	0	0.000
2	November 24	0	0	137	0	0.000
3	December 24	0	0	136	0	0.000
<b>Q3 TD 2024-25</b>		<b>0</b>	<b>0</b>	<b>136</b>	<b>0</b>	<b>0.000</b>

(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 24	0	0	137	0.000
2	November 24	0	0	137	0.000
3	December 24	0	0	136	0.000
<b>Q3 TD 2024-25</b>		<b>0</b>	<b>0</b>	<b>136</b>	<b>0.000</b>

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
(1)	(2)	(3)	(4)	(5)
1	October 24	0.000	0.000	0.000
2	November 24	0.000	0.000	0.000
3	December 24	0.0000	0.000	0.000
<b>Q3 TD 2024-25</b>		<b>0.0000</b>	<b>0.000</b>	<b>0.000</b>

(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 24	0.000	0.000	0.000	0
2	November 24	0.000	0.000	0.000	0
3	December 24	0.0000	0.000	0.000	0
<b>Q3 TD 2024-25</b>		<b>0.0000</b>	<b>0.000</b>	<b>0.000</b>	<b>0</b>

