

Report as submitted by
LBSCML

Ref No: LBSCML/2022-23/DL/MERC/129

Date: 08 / 01/ 2024

To
The Secretary,
Maharashtra Electricity Regulatory Commission
World trade Center, No1, 13th floor, Cuffe parade,
Mumbai-400 005.

Subject: Standard of Performance Quarterly Return December 2023

Respected Sir,

In compliance to the MERC (Maharashtra Electricity Regulation Commission) Electricity Supply Code and Standards of performance of Distribution Licensee including power Quality Regulations 2023.the SOP quarterly return in the prescribed formats as given in Annexure I, III To VII for the quarter ending DEC- 2023 are attached herewith for your kind perusal.

Thanking You



Yours Faithfully

Authorised Signatory
(Sarvothama Shetty | VP - FTWZ Operations)
M +91 9892326914
sarvothama.shetty@arshyalimited.com

Encl :- Annexure I,III & VII

Annexure-I

Quarterly Report on Consumer Grievances handled by the CGRF

Laxmipati Balaji Supply chain Management Limited

Laxmipati Balaji Supply chain Management Limited

Distribution License :

A. Summary of Grievance Redressal during the quarterly period from 01.10.2023 to 31.12.2023

No. of Grievances pending on start date	No. of Grievances received during the period	Total No. of grievance admitted or withdrawn during the period	Total No. of Grievance Actionable during the period	No. of Grievance		Total No. of grievances redressed during the period	Total no. of Grievances pending at end of period.	No. of Decisions in favour of Consumer	No. of Decisions in favour of Licensee	No. of orders requiring compliance report by Licensee	No. of orders providing compensation on by Licensee to	Status of compliance by			
				within 60 days	Beyond 60 Days							Reports received within period as per order	Reports received beyond specified period in the order	Not Completed	
A	B	C=(A+B)	D	E=(C-D)	F	G	H=(H-L)	I=(H-L)	J	K=(H+J)	L	M	N	O	P
0	0	0	0	0	Nil	Nil	0	0	0	0	0	0	Nil	Nil	Nil

B. Category-wise break-up of Grievances redressed

Category of	No of Complaint
Commercial	0
Industrial	0
total	0

C. Nature of Grievances Redressed

Nature of Complaint	No of Complaint
Billing related	0
Meter Fault	0
Technical	0
New connection	0
Quality of supply	0
Service Related	0
Others	0
Total	0

D. No. of CGRF's Sitting the during Quarter

03

E. No. of cases pending for more than two weeks.

Nil

Prepared by
Mr. Vikas Patil
Sr. Executive -power
vikas.patil@arshiyalimited.com

(Signature)
21/12/2024

Chairperson of CGRF -LBSCML
Smt.Nandadevi T.Ghadge
cgrf@arshiyalimited.com

LAXMIPATI BALAJI SUPPLY CHAIN MANAGEMENT LIMITED

Annexure III- Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return OCT-23 to DEC-23 be submitted to the Commission by the Distribution Licensee

Sr No	Parameters	Area	Pending complaints nos (Previous Quarter)	Complaints in current quarter	Total Complaints	No of complaints addressed			Pending complaints at end of quarter
						f	g	h=f+g	
	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	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
2	New connection / additional load where supply from existing line	Urban	0	0	0	0	0	0	0
		Rural	0	0	0	0	0	0	0
3	New connection/ additional load where supply after extension/ augmentation	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
4	New connection/ additional load where supply after commissioning of sub station	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
5	Shifting of Meter/ service line	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
6	Reconnection of supply after payment of dues	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
7	Change of Name	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
8	Change of category	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
9	Fuse of call	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
10	Break down of over head line	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
11	Underground cable fault/ Bus riser fault	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
12	Transformer & associated switchgear failure	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
13	Metre Reading	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
14	Replacement of faulty metrs	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
15	Replacement of burnt meter	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
16	Billing complaint	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
17	Quality of supply (specify the parameter)	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0



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LAXMIPATI BALAJI SUPPLY CHAIN MANAGEMENT LIMITED**Annexure-IV-Report of individual Complaints where Compensation has been paid****Format for quarterly return OCT-23 to DEC-23 to be submitted to the Commission by the Distribution Licensee**

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 payment of compensation (DD/MM/YYYY)
1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

Note - The report shall be prepared as per category of item for which the compensation is paid for non-observance of standard of performance

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LAXMIPATI BALAJI SUPPLY CHAIN MANAGEMENT LIMITED**Annexure-VI-Report of Installation of Meter****Format for quarterly return OCT-23 to DEC-23 to be submitted to the Commission by the Distribution Licensee**

Sr No	Name of Distribution Licensee	Total Agriculture connections at start of the quarter (Nos)	Metered Agriculture connection at start of the quarter (Nos)	New Meter Agriculture connections released during the quarter (Nos)	Unmetered agriculture connections at start if the quarter (Nos)	New Unmetered agriculture connection released during the quarter (Nos)	Meter installed to unmetered connections during the quarter (Nos)	Unmetered agriculture connections at start of the quarter (Nos)	New Unmetered agriculture connections released during the quarter (Nos)	Meter install to unmetered connection during the quarter (Nos)
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9=6+7+-8]	[10=4+5+8]	[9+10]
1	LBSCML	0	0	0	0	0	0	0	0	0



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LAXMIPATI BALAJI SUPPLY CHAIN MANAGEMENT LIMITED**Annexure-V- Report of action on Faulty Meters (1 Phase/ 3 Phase).****Format for quarterly return OCT-23 to DEC-23 to be submitted to the Commission by the Distribution Licensee**

Sr No	Name of Distribution Licensee	Reference to overall standard	Faulty Meter at start of the quarter (Nos)	Faulty Meter added during the quarter (Nos)	Total Faulty meters (Nos)	Meter rectified/ replaced (Nos)	Faulty Meters pending at end of quarter (Nos)
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]
1	LBSCML	Nil	0	0	0	0	0



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Annexure-VII- Performance Report regarding Reliability Indices.

Formats for Quarterly returns OCT- 23 to DEC- 23 to be submitted to the Commission by the Distribution Licensee

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	Nt=Total number of consumers of the distribution Licensees area.	Sum.(Ri*Ni) for all feeders excluding agriculture feeders	SAIDI=(6)/(5)
[1]	[2]	[3]	[4]	[5]	[6]	[7]
1	Oct-23	32	477	32	15264	477
2	Nov-23	32	0	32	0	0
3	Dec-23	32	25	32	800	25
Total						

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	Oct-23	32	32	32	1.000
2	Nov-23	32	32	32	1.000
3	Dec-23	32	32	32	1.000
Total			96	96	1.000

3) Customer Average Interruption Duration Index (CAIDI)

Sr No	Month	SAIDI	SAIFI	SAIDI/SAIFI
[1]	[2]	[3]	[4]	[5]
1	Oct-23	477	1.0	477
2	Nov-23	0	1.0	0
3	Dec-23	25	1.0	25
Total		0	1.00	0

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 on HT feeder	sum.(Ri*Ni) for all HT consumers	CAIDI=(5)/(3)
[1]	[2]	[3]	[4]	[5]	[6]
1	Oct-23	2	477	954	477
2	Nov-23	2	0	0	0
3	Dec-23	2	25	50	25
Total		2	502	1004	502



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