

Report as submitted by
Nidar Utilities



Ref. No.: NUPLLP/ MERC/DL /2020/006

Date: 07th April, 2020

To,

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

Subject: Submission of SoP Report of NUP LLP for Quarter IV of FY 2019-20

Respected Sir,

All Distribution Licensees as per the Regulations 13.1 of the MERC (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014, are required to submit the information covered under clauses (a) and (b) of sub-section (1) of section 59 of the Electricity Act 2003 on quarterly basis to the Commission.

In compliances of the above said Regulation, NUP LLP hereby submits the above said information related to the level of performance achieved, the number of cases in which compensation was made and aggregate amount of the compensation paid to the consumers, for Quarter IV of FY 2019 – 20 in the specified formats.

Thanks and Regards,

Yours Faithfully,



Saurabh Gupta

Head (Regulatory & Power Purchase)

Annexure-I										
Standards of Performance Level by the NIDAR Utilities Panvel LLP										
Sr. No.	SOP Regulasi on No.	Parameters	Area	Pending complaintNos.	Complaints in current Qtr.	Total complaints	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending complaints at end of Qtr.
	a	b	c	d	e	f=d+e	g	h	I=g+h	j= f-i
1	4.3	New connection- inspection of premises.	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
2	4.4	Intimation of charges where supply from existing lines.	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
3	4.5 &4.6	Intimation of charges where supply to dedicated or after	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
4	4.7	New connection / add. load where supply from existing line.		NIL	NIL	NIL	NIL	NIL	NIL	NIL
5	4.8	New connection / add. Load where supply after extension / augmentation		NIL	NIL	NIL	NIL	NIL	NIL	NIL
6	4.9	New connection / add. Load where supply after commissioning of sub-station.		NIL	NIL	NIL	NIL	NIL	NIL	NIL
7	4.12	Shifting of Meter / service Line.	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
8	6.1	Reconnection of supply after payment of dues.	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
9	4.13	Change of Name		NIL	NIL	NIL	NIL	NIL	NIL	NIL

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10	4.13	Change of category		NIL	NIL	NIL	NIL	NIL	NIL	NIL
11	5.4 (a)	Complaint of Voltage Variation-Local fault		NIL	NIL	NIL	NIL	NIL	NIL	NIL
12	5.4 (b)	Complaint of Voltage Variation-Net work		NIL	NIL	NIL	NIL	NIL	NIL	NIL
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required		NIL	NIL	NIL	NIL	NIL	NIL	NIL
14	6.1	Fuse off call	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
15	6.2	Break down of Over head Line	Class-I Cities/Urban	NA	NA	NA	NA	NA	NA	NA
			Rural							
16	6.3	Underground Cable fault	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
17	6.4	Transformer Failure	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
18	7.2	Meter Reading		NIL	NIL	NIL	NIL	NIL	NIL	NIL
19	7.3	Replacement of Faulty Meter	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
20	7.4	Replacement of Burnt Meter	Class-I Cities/Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			Rural							
21	7.6, 7.7	Billing Complaint		NIL	NIL	NIL	NIL	NIL	NIL	NIL

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Annexure II
Report of individual Complaints where Compensation has been paid By Nidar Utilities Panvel LLP

Sr. No.	Complaint No.	Date of filing complaint	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
2								
3								
4								
5								
6								
7								

NOTE - The report shall be prepared as per category of item for which the compensation is paid for non- observance of Standards of Performance.

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Annexure-III

Report of action on Faulty Meters (1 Phase/ 3 Phase) By Nidar Utilities Panvel LLP

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	NUPLLP	NIL	NIL	NIL	NIL	NIL	NIL
2							
3							
4							
5							

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Annexure-IV
Performance Report regarding Reliability Indices By Nidar Utilities Panvel LLP
(I) 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 agri. Feeders)	SAIDI = 5/5 (in Min)
(1).	(2).	(3).	(4).	(5).	(6).	(7).
1	Jan-20	0	0	349	0	0
2	Feb-20	0	0	420	0	0
3	Mar-20	436	13	439	5668	12.91
		436	61	439	26596	60.58
	Total	872	74	439	32264	73.49

(II) 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	Nt=Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
(1).	(2).	(3).	(4).	(5).	(6).
1	Jan-20	0	0	349	0.00
2	Feb-20	0	0	420	0.00
3	Mar-20	436	436	439	0.99
		436	436	439	0.99
	Total	872	872	439	2

(III) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
(1).	(2).	(3).	(4).	(5).
1	Jan-20	0.00	0.00	0.00
2	Feb-20	0.00	0.00	0.00
3	Mar-20	73.49	1.99	37.00
Total		73.49	1.99	37.00

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07/04/2020