

Report as submitted by  
JNPT



# जवाहरलाल नेहरू पोर्ट ट्रस्ट

## JAWAHARLAL NEHRU PORT TRUST

ISO 9001 : 2015  
ISO 14001:2015  
ISO 45001:2018  
ISO 27001:2013

पत्तन कार्यालय : प्रशासन भवन, शेवा, नवी मुंबई - 400 707. Post Office : Administration Bldg., Sheva, Navi Mumbai - 400 707.  
मुख्य सतर्कता अधिकारी Chief Vigilance Officer-(022) 2724 2292; मुख्य प्रबंधक (प्रशासन) एवं सचिव Chief Manager (Admn.) & Secy-(022) 2724 2233;  
मुख्य प्रबंधक (यातायात) Chief Manager (Traffic)-(022) 2724 2377; मुख्य प्रबंधक (यां. एव वि.अ.) Chief Manager (M&EE)-(022) 2724 2218;  
मुख्य प्रबंधक (वित्त) Chief Manager (Fin)-(022) 2724 2241; मुख्य प्रबंधक (प. यो. वि.) Chief Manager (PP&D) - (022) 2724 2326;  
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JNP/M&EE-US/QR-SEP22/2022 | 309

October 21, 2022

To  
The Secretary,  
Maharashtra Electricity Regulatory Commission (MERC)  
13<sup>th</sup> Floor, Centre No. 1, World Trade Centre,  
Cuffe Parade, Mumbai – 400 005.

Sub.: Standard of Performance Quarterly Return for the quarter ending Sep-2022---reg.

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 2021, the SOP quarterly return in the prescribed formats as given in Annexure III to VII for the quarter ending Sep-2022 is attached herewith for your kind perusal.

Thanking You

Yours Faithfully

Authorised Signatory  
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Encl :- Annexure III to VII



**JAWAHARLAL NEHRU PORT TRUST SEZ**

**Annexure III- Standards of Performance Level by the Distribution Licensee**

**Format for Quarterly Return Sep 2022 to 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	4	4	4	0	4	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 meters	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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# JAWAHARLAL NEHRU PORT TRUST SEZ

## Annexure-IV-Report of individual Complaints where Compensation has been paid

Format for quarterly return Sep-2022 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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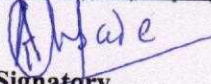


# JAWAHARLAL NEHRU PORT TRUST SEZ

## Annexure-V- Report of action on Faulty Meters (1 Phase/ 3 Phase).

Format for quarterly return Sep 2022 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	JNPT SEZ	Nil	0	0	0	0	0

  
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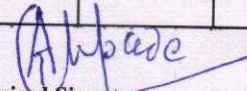



**JAWAHARLAL NEHRU PORT TRUST SEZ**

**Annexure-VI-Report of Installation of Meter**

Format for quarterly return Sep 2022 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 Installed 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	JNPT SEZ	0	0	0	0	0	0	0	0	0

  
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## JAWAHARLAL NEHRU PORT TRUST SEZ

Annexure-VII- Performance Report regarding Reliability Indices.

Formats for Quarterly returns Jun 2022 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	Jul-22	4	22	15	88	5.87
2	Jul-22	4	7	15	28	1.87
3	Jul-22	4	23	15	92	6.13
4	Sep-22	4	25	18	100	5.56
5	Sep-22	2	60	18	120	6.67
6	Sep-22	6	10	18	60	3.33
<b>Total</b>				<b>18</b>	<b>488</b>	<b>27</b>

### 2) System Average Interruption Frequency Index(SAIFI)

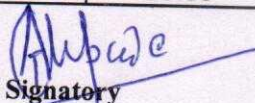
Sr No	Month	Ni=Number of Consumers Who experienced a sustained interruption on ith feeder.	Sum of Consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of consumers of the distribution Licensees area.	SAIFI=(4)/(5)
[1]	[2]	[3]	[4]	[5]	[6]
1	Jul-22	4	4	15	0.267
2	Jul-22	4	4	15	0.267
3	Jul-22	4	4	15	0.267
4	Sep-22	4	4	18	0.222
5	Sep-22	2	2	18	0.111
6	Sep-22	6	6	18	0.333
<b>Total</b>			<b>24</b>	<b>18</b>	<b>1.333</b>


### 3) Customer Average Interruption Duration Index (CAIDI)

Sr No	Month	SAIDI	SAIFI	SAIDI/SAIFI
[1]	[2]	[3]	[4]	[5]
1	Jul-22	13.87	0.800	17.3
2	Aug-22	0	0.000	0
3	Sep-22	15.56	0.67	23.3
<b>Total</b>		<b>27</b>	<b>1.33</b>	<b>20</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 on HT feeder	sum.(Ri*Ni) for all HT consumers	CAIDI=(5)/(3)
[1]	[2]	[3]	[4]	[5]	[6]
2	Jul-22	4	7	28	7
3	Jul-22	4	23	92	23
4	Sep-22	2	25	50	25
5	Sep-22	2	60	120	60
6	Sep-22	4	10	40	10
<b>Total</b>		<b>16</b>		<b>330</b>	<b>20.63</b>

  
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