

**Report as submitted by  
Nidar Utilities**

**Nidar Utilities Panvel Limited Liability Partnership (NUPLLP)**

**Annexure-1**

**Standards of Performance Level by the Distribution Licensee**

**Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee**

**Period: October 2018 to December 2018**

Sr. No.	SOP Regulation No.	Parameters	Area	Pending complaint Nos.	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
10	4.13	Change of category		NIL	NIL	NIL	NIL	NIL	NIL	NIL



## Nidar Utilities Panvel Limited Liability Partnership (NUPLLP)

## Annexure II

## Report of individual Complaints where Compensation has been paid

Format for quarterly return to be submitted to the Commission by the Distribution Licensee

**Period: October 2018 to December 2018**

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.

<b>Nidar Utilities Panvel Limited Liability Partnership (NUPLLP)</b>							
<b>Annexure-III</b>							
<b>Report of action on Faulty Meters (1 Phase/ 3 Phase)</b>							
<b>Format for quarterly return to be submitted to the Commission by the Distribution Licensee</b>							
<b>Period: October 2018 to December 2018</b>							
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							

<b>Nidar Utilities Panvel Limited Liability Partnership (NUPLLP)</b>						
<b>Annexure-IV</b>						
<b>Performance Report regarding Reliability Indices</b>						
<b>Formats for Quarterly returns to be submitted to the Commission by the Distribution Licensee</b>						
<b>Period: October 2018 to December 2018</b>						

**(1) System Average Interruption Duration Index (SA1D1)**

Sr. No.	Month	$Ni = \text{Number of consumers who experienced a sustained interruption on ith feeder}$	$Ri = \text{Restoration time for each interruption event on ith feeder}$	$Nt = \text{Total number of consumers of the distribution Licensees area}$	$\text{Sum } (Ri * Ni) \text{ for all feeders excluding agri. Feeders}$	$SAID = (6)/(5)$
(1).	(2).	(3).	(4).	(5).	(6).	(7).
1	Oct-18	0	0	135	0	0
2	Nov-18	0	0	138	0	0
3	Dec-18	0	0	139	0	0
	Total	0	0	139	0	0

**(II) System Average Interruption Frequency Index (SA1F1)**

Sr. No.	Month	$Ni = \text{Number of consumers who experienced a sustained interruption on ith feeder}$	$\text{Sum of consumers of i feeders which had experienced interruptions}$	$Nt = \text{Total number of consumers of the distribution Licensees area}$	$SAIFI = (4)/(5)$
(1).	(2).	(3).	(4).	(5).	(6).
1	Oct-18	0	0	135	0
2	Nov-18	0	0	138	0
3	Dec-18	0	0	139	0
	Total	0	0	139	0

**(III) Customer Average Interruption Duration Index (CA1D1)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
(1).	(2).	(3).	(4).	(5).
1	Oct-18	0	0	0
2	Nov-18	0	0	0
3	Dec-18	0	0	0
	Total	0	0	0