

Report as submitted by  
Nidar Utilities

**Standards of Performance Level by the NIDAR Utilities Panel LLP**

Sr. No.	SOP Regulation 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	f-g+h	j=f-i
1	4.3	New connection- inspection of premises.	Class-I Cities/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2	4.4	Intimation of charges where supply from existing lines.	Class-I Cities/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after	Class-I Cities/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
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 Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
8	6.1	Reconnection of supply after payment of dues.	Class-I Cities/Urban Rural	NIL	NIL	NIL	NIL	NIL	NIL	NIL
9	4.13	Change of Name		NIL	NIL	NIL	NIL	NIL	NIL	NIL

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02/09/21



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

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02/07/21

**Annexure II**  
**Report of individual Complaints where Compensation has been paid By Nidar Utilities Pvt Ltd**

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.**

*ASB*  
02/07/21



**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 = 6/5 (in Min)
(1).	(2).	(3).	(4).	(5).	(6).	(7).
1	Apr-21	0	0	827	0	0
2	May-21	0	0	849	0	0
3	Jun-21	0	0	870	0	0
	Total	0	0	870	0	0

(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	Apr-21	0	0	827	0.00
2	May-21	0	0	849	0.00
3	Jun-21	0	0	870	0.00
	Total	0	0	870	0

(III) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
(1).	(2).	(3).	(4).	(5).
1	Apr-21	0.00	0.00	0.00
2	May-21	0.00	0.00	0.00
3	Jun-21	0.00	0.00	0.00
	Total	0.00	0.00	0.00

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