

Standards of Performance Level by the NIDAR Utilities Panvel LLP

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 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

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.

ASR
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	NUPLP	NIL	NIL	NIL	NIL	NIL	NIL
2							
3							
4							
5							

28/03/21
02/03/21

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

SKL
02/07/21