

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

Prashant
16/04/2019

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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16/04/2019

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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16/04/2019

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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16/04/2019