

**Annexure III - Standards of Performance Level by the NIDAR Utilities Panvel LLP**  
**Format for Quarterly Return to be submitted to the Commission by the NIDAR Utilities Panvel LLP**

Sr. No.	Parameters	Area	Pending complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints Addressed			Pending complaints at end of Qtr.
						Within Standards of performance	More than stipulated time	Total complaints redressed	
	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	NIL	NIL	NIL	NIL	NIL	NIL	NIL
2	New connection / add. load where supply from existing line.	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
3	New connection / add. Load where supply after extension / augmentation	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
4	New connection / add. Load where supply after commissioning of sub-station.	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5	Shifting of Meter / service Line.	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
6	Reconnection of supply after payment of dues.	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
7	Change of Name	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL
8	Change of category	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL

  
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9	Fuse off call	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
10	Break down of Over head Line	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
11	Underground Cable fault /Bus Raiser Fault	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
12	Transformer and Associated Switchgear Failure	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
13	Meter Reading	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
14	Replacement of Faulty Meter	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
15	Replacement of Burnt Meter	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
16	Billing Complaint	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
17	Quality of Supply (Specify the Parameter)	Urban	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

**Format for Quarterly Return to be submitted to the Commission by the NIDAR Utilities Panvel LLP**

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 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								
8								
9								

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

**Format for Quarterly Return to be submitted to the Commission by the 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	5	5	5	0
2							
3							
4							
5							

  
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**Annexure-VI- Report of Installation of Meters**

**Format for Quarterly Return to be submitted to the Commission by the NIDAR Utilities Panvel LLP**

Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Total Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters installed to unmetered connections during the Quarter (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
(1).	(2).	(3).	(4).	(5).	(6).	(7).	(8).	(9=5+7-8)	(10=4+5+8).	(9+10).
1	NUPLLP	NA	NA	NA	NA	NA	NA	NA	NA	NA
2										
3										
4										
5										

  
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**Annexure-VII- Performance Report regarding Reliability Indices**  
**Format for Quarterly Return to be submitted to the Commission by the NIDAR Utilities Panvel LLP**

**(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 agri. Feeders)	SAIDI = 6/5 (in Min)
(1).	(2).	(3).	(4).	(5).	(6).	(7).
1	Jul-21	0	0	907	0	0
2	Aug-21	0	0	939	0	0
3	Sep-21	0	0	971	0	0
	Total	0	0	971	0	0

**(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-21	0	0	907	0.00
2	Aug-21	0	0	939	0.00
3	Sep-21	0	0	971	0.00
	Total	0	0	971	0

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

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
(1).	(2).	(3).	(4).	(5).
1	Jul-21	0.00	0.00	0.00
2	Aug-21	0.00	0.00	0.00
3	Sep-21	0.00	0.00	0.00
	Total	0.00	0.00	0.00

**(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 of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI = (5)/(3)
(1).	(2).	(3).	(4).	(5).	(6).
1	Jul-21	0.00	0.00	0.00	0.00
2	Aug-21	0.00	0.00	0.00	0.00
3	Sep-21	0.00	0.00	0.00	0.00
	Total	0.00	0.00	0.00	0.00

*ABK*  
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