

# adani

Ports and  
Logistics

Ref: MUPL/GERC/SOP/2020-21/Q-1/15072020  
Date: 15<sup>th</sup> Jul, 2019

To,

**The Secretary,**  
**Gujarat Electricity Regulatory Commission (GERC)**  
6th Floor, GIFT ONE,  
Road 5-C, Zone 5, GIFT CITY,  
Gandhinagar - 382355  
Gujarat - India

**Sub.: Quarterly report on compliance of Performance Standards of FY 2020-21**

**Ref:** GERC (Standard of Performance of Distribution Licensee) Regulation, 2005

Dear Sir,

In accordance with clause 14.5 of the Gujarat Electricity Regulatory Commission (Standard of Performance of Distribution Licensee) Regulation 2005, we hereby submit the Quarterly report (for Q1) on compliance of Performance Standards of FY 2020-21 for kind consideration of the Hon'ble Commission.

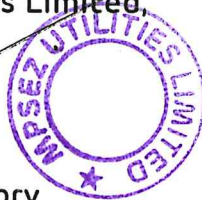
Kindly acknowledge the receipt of the same.

Thanking you,

Yours sincerely,

For **MPSEZ Utilities Limited**

*Wiproan Shah*



**Authorised Signatory**

Encl: (1) Quarterly Report on compliance of Performance Standards of Q1 of FY 2020-21.

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(Formerly MPSEZ Utilities Private Limited)  
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**ANNEXURE I OF ORDER NO: 2 OF 2007  
STANDARD OF PERFORMANCE COMPLIANCE REPORT  
QUARTER/YEAR : APRIL 20 TO JUNE 20**

**REPOERTED BY:  
MPSEZ UTILITIES LIMITED**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**DATE: 15.07.2020**

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**MPSEZ UTILITIES LIMITED**

Quarter : Q1 (APR-JUN)

Year :2020-21

**Performa - SoP 001: Fatal and Non-fatal accident report**

Name of Area/Circle	No of accidents in the quarter					Cumulative since the first quarter of the current FY year (Departmental)			Cumulative since the first quarter of the current FY year (Out side)		
	Departmental		Outside								
	FH	NFH	FH	FA	NFH	FH	FA	NFH	FH	FA	NFH
MUPL Licencee Area	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
FH-Fatal , NFH-Non fatal human, FA-Fatal Animal											

**MPSEZ UTILITIES LIMITED**  
**Quarter : Q1 (APR-JUN)**  
**Year :2020-21**

**Performa SoP 003 B: REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATIONWISE**

Name of Area / Circle	Classification		Pending complaints of previous Qtr	Complaints received during the Qtr	Total Complaints	No. of Complaints redressed during the Qtr				Balance Complaints to be redressed 10=(4) – (9)	
						In stipulated time		Beyond stipulated time			Total (5) to (8)
						Within 50% of stipulated time.	Within stipulated time.	Up to double the stipulated time	More than double the stipulated time		
1			2	3	4	5	6	7	8	9	10
MUPL Licencee Area	A(i)	Interruption in Power supply due to loose connection form pole fuse blown con	--	--	--	--	--	--	--	--	--
	A(ii)	Interruption in Power supply due to line breakdown	--	5	5	4	1	--	--	5	--
	A(iii)	interruption in Power supply due to failure of transformer	--	--	--	--	--	--	--	--	--
	A(iv)	Interruption in power supply due to shutdown/load sheeding	--	--	--	--	--	--	--	--	--
	B(i)	Quality of supply complaints which require no augmentation	--	--	--	--	--	--	--	--	--
	B(ii)	Quality of supply complaints requiring augmentation of HT/Eht network	--	--	--	--	--	--	--	--	--
	C(i)	Meters sotpped /Defective meter	--	--	--	--	--	--	--	--	--
	C(ii)	Meters billing on average basis for more than two bills	--	--	--	--	--	--	--	--	--
	D(i)	Overhead line loose wires	--	--	--	--	--	--	--	--	--
	D(ii)	Overhead line inadequate ground clearance	--	--	--	--	--	--	--	--	--
	E(i)	Billls for current bills where no additional information is required	--	--	--	--	--	--	--	--	--
	E(ii)	Bills for where additional information/ site visit is required	--	--	--	--	--	--	--	--	--
	F(i)	Service connection where extension of mains is not required	--	--	--	--	--	--	--	--	--
	F(ii)	Service connection where extension of mains is required	--	--	--	--	--	--	--	--	--
	F(iii)	Service connection modification in connected load	--	--	--	--	--	--	--	--	--
	F(iv)	Service connections name change reconnection	--	--	--	--	--	--	--	--	--
	G	Refund of amount in case of temporary connection	--	--	--	--	--	--	--	--	--
	H	Others	--	2	2	2	--	--	--	2	--

**MPSEZ UTILITIES LIMITED**

Quarter : Q1 (APR-JUN)

Year :2020-21

**Performa SoP 004:Publicity carried out**

Sr. No	Name of Area/Circle	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	MUPL Licencee Area	<b>Website</b>		
		Bill Glossary		
		Consumption Calculator		
		Procedure Guidance		
		Payment Options		
		Call Centre details and numbers		
		Form Downloads ( Important application forms)		
		FAQ'S		
		Online Bill Payment (how to pay and related forms)		
		Energy Conservation tips		
		Safety Tips		
		Electricity Supply Code (copy of code)		
		Shutdown/Planned shutdown announcements and schedule		
2		<b>Information Boards</b>		
		Grievance Redressal Option ( Internal/Consumer Redressal Forum)		
	Safety Tips/Precautions /Energy Conservation/Theft deterrence etc..			
3		<b>Information booklets/Flyers</b>		
		Safe and friendly power ( safety, energy conservation, energy calculator,tariff,office )		
4		<b>Bills</b>	217	Energy Bill
		Front side : Helpline Numbers and Email		
	Back side : Payment Details			
5		<b>Public Meetings</b> (Safety , energy conservation, bill calculation ,bill structure,complaint registration procedure etc.)		
6		<b>Bill Envelopes to HT-customers</b> - Information on safety & Service Communication		

**MPSEZ UTILITIES LIMITED**

**Quarter : Q1 (APR-JUN)**

**Year :2020-21**

**Performa – SoP 005 B: Action taken report by the Redressal Committee**

<b>Sr. No</b>	<b>Name of Area/Circle</b>	<b>Month</b>	<b>Date and Time Meeting conducted</b>	<b>No of complaints registered at the meeting</b>	<b>No. of complaints pending at the end of the meeting</b>
1	MUPL Licencee Area	1st Month of the quarter	10th Apr-20, 1500 to 1700 hrs	0.00	0.00
		2nd Month of the quarter	11th May-20, 1500 to 1700 hrs	0.00	0.00
		3rd Month of the quarter	10th Jun-20, 1500 to 1700 hrs	0.00	0.00

**MPSEZ UTILITIES LIMITED**

**Quarter : Q1 (APR-JUN)**

**Year :2020-21**

**Performa SoP 006: Failure of Distribution Transformer**

Sr. No.	Name of Area/Circle	No. of existing Distribution Transformers at the start of the quarter / year	No. of Distribution Transformers added during the quarter / year	Total number of Distribution Transformers	Total number of Distribution transformer failed	% failure rate of Distribution transformer
		A	B	C=A+B	D	H = (D)*100/C
1	MUPL Licencee Area	7	0	7	NIL	0.00



**MPSEZ UTILITIES LIMITED**

**Quarter : Q1 (APR-JUN)**

**Year :2020-21**

**Performa SoP 007: Failure of Power Transformer**

Sr. No.	Name of Area/Circle	No. of existing Power Transformers at the start of the quarter / year	no. of Power Transformers added during the quarter / year	Total number of Power Transformers	Total number of Power transformer failed	% failure rate of Power transformer
		A	B	C=A+B	D	$H = (D)*100/C$
1	MUPL Licencee Area	7	NIL	7	NIL	0

**MPSEZ UTILITIES LIMITED**  
**Quarter : Q1 (APR-JUN)**  
**Year :2020-21**

**SoP 011 - A : System Average Interruption Frequency Index (SAIFI)**

Sr. No	Month	Ni - Number of Customers for each sustained interruptions (in numbers)	NT - Total No of customers served (in Numbers)	SAIFI = Ni/Nt (Monthly SAIFI)
1	2	3	4	5= 3 / 4
1	Apr-20	67	72	0.931
2	May-20	28	72	0.389
3	Jun-20	11	73	0.151

**MPSEZ UTILITIES LIMITED**  
**Quarter : Q1 (APR-JUN)**  
**Year :2020-21**

**SoP 011 - B : System Average Interruption Duration Index (SAIDI)**

Sr. No	Month	Ri = Restoration Time for each sustained interruption event (in hours)	Ni - Number of interrupted Customers for each sustained interruption event (in numbers)	Ri* Ni - Total customer interruption Duration	NT - Total No of customers served (in Numbers)	SAIDI = Ri*Ni/Nt (Monthly SAIDI)
1	2	3	4	5 = 3 * 4	6	7= 5 / 6
1	Apr-20	0:14:00	49	11:26:00		
		0:19:00	1	0:19:00		
		0:21:00	1	0:21:00		
		0:22:00	4	1:28:00		
		0:23:00	1	0:23:00		
		0:25:00	1	0:25:00		
		1:06:00	8	8:48:00		
		2:08:00	1	2:08:00		
		10:17:00	1	10:17:00		
	<b>Apr-20</b>			<b>35:35:00</b>	<b>72</b>	<b>0:29:39</b>
2	May-20			0:00:00		
		0:25:00	1	0:25:00		
		2:26:00	2	4:52:00		
		2:29:00	1	2:29:00		
		2:56:00	4	11:44:00		
		3:04:00	6	18:24:00		
		3:47:00	1	3:47:00		
		3:50:00	5	19:10:00		
		28:12:00	8	225:36:00		
	<b>May-20</b>			<b>286:27:00</b>	<b>72</b>	<b>3:58:43</b>
3	Jun-20	0:15:20	1	0:15:20		
		0:46:00	1	0:46:00		
		1:47:00	1	1:47:00		
		1:51:00	6	11:06:00		
		1:56:00	1	1:56:00		
		8:01:00	1	8:01:00		
	<b>Jun-20</b>			<b>23:51:20</b>	<b>73</b>	<b>0:19:36</b>

**MPSEZ UTILITIES LIMITED**  
**Quarter : Q1 (APR-JUN)**  
**Year :2020-21**

**SoP 011 - C : Momentary Average Interruption Frequency Index (MAIFI)**

Sr. No	Month	IM <sub>i</sub> = Number of Momentary interruptions for the quarter (in numbers)	N <sub>mi</sub> = Total no of customers for each momentary interruptions (in numbers)	Im <sub>i</sub> =N <sub>mi</sub> Number of customer Momentary interruptions (in numbers)	N <sub>t</sub> - Total no of customers served (in numbers)	MAIFI= Imi*Nmi/ Nt
1	2	3	4	5 = 3 * 4	6	7= 5 / 6
1	Apr-20	0	0	0	72	0.0000
2	May-20	0	0	0	72	0.0000
2	May-20	0	0	0	73	0.0000

MPSEZ UTILITIES LIMITED

Quarter : Q1 (APR-JUN)

Year :2020-21

Performa SoP O13: Meter faults

Name of Area/Circle	Consumer Category	No. of faulty meters at the start of the quarter / year	No. of faulty meters added during the quarter / year	Total no. of defective / faulty Meter	No. of faulty Meters repaired and replaced	No of faulty meters pending at the end of the quarter
		(1)	(2)	(3)=(2)+(1)	(4)	(5)=(3)-(4)
MUPL Licencee Area	Single Phase	NIL	NIL	-	-	-
	Three Phase	NIL	NIL	-	-	-
	HT	NIL	NIL	-	-	-

**MPSEZ UTILITIES LIMITED**

Quarter : Q1 (APR-JUN)

Year :2020-21

**Performa SoP O16: Compensation Details**

Sr. No	Name of Area/Circle	Event	Compensation	No of cases where compensation was given (in numbers)	Amt of compensation paid (in Rs.)
1	MUNDRA SEZ	Duty to provide supply	Rs. 50 per day of delay from the limit specified in the performance regulations	NIL	NIL
2		a) New Connection		NIL	NIL
3		b) Additional Load		NIL	NIL
4		c) Temporary supply		NIL	NIL
5		d) Shifting service connection		NIL	NIL
6		e)Transfer of service connection		NIL	NIL
7		f) Change in tariff category of consumer		NIL	NIL
8		Complaints in billing	Rs. 50 for non reply within the period prescribed in Regulations	NIL	NIL
9		Replacement of meters	LT- Rs. 25 per day of delay - maximum Rs.2,500 and HT - Rs. 250 per day of delay - maximum of Rs.5,000	NIL	NIL
10		Interruption of supply	LT- Rs. 25 for every 6 hrs of delay- maximum of Rs. 500 and HT- Rs. 50 for every 6 hrs delay- maximum Rs. 1000/-	NIL	NIL
11		Voltage fluctuations and complaints	Rs. 50 for failure to visit or convey findings within the stipulated period	NIL	NIL
12		Responding to consumer's complaints	Rs. 25 for each day of delay- maximum Rs. 500	NIL	NIL
13		Grievance Handling	Rs.25 for failure in handling grievance	NIL	NIL
<b>TOTAL</b>				NIL	NIL