adani

Ports and Logistics

Ref: MUPL/GERC/SOP/Q-2/15102020 Date: 15th October, 2020

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 and Half-yearly 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 Q2) and Half-yearly Report (for H1) 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,**

MPSEZ UTILITIES LIMITED

Authorised Signatory

Encl: (1) Quarterly Report on compliance of Performance Standards of Q2 of FY 2020-21.
(2) Half-yearly Report on compliance of Performance Standards of H1 of 2020-21.

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ANNEXURE I OF ORDER NO: 2 OF 2007 **STANDARD OF PERFORMANCE COMPLIANCE REPORT** **QUARTER/YEAR : JULY 20 TO SEP 20**
REPOERTED BY: **MPSEZ UTILITIES LIMITED**
SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY COMMISSION
DATE: 15.10.2020

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MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
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
MUL 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 : Q2 (JULY-SEP)
Year :2020-21

Performa SoP 003 B: REGISTER FOR COMPILING THE COMPLAINTS CLASSIFICATIONWISE

Name of Area / Circle	Classific-ation		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
MUL Licencee Area	**A(i)**	Interrruption in Power supply due to loose connection form pole fuse blown con	--	--	--	--	--	--	--	--	--
	A(ii)	Interruption in Power supply due to line breakdown	--	16	16	14	2	--	--	16	--
	A(iii)	interruption in Power supply due to failure of transformer	--	--	--	--	--	--	--	--	--
	A(iv)	Interruption in power supply due to shutdonw/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 sotppped /Defective meter	--	--	--	--	--	--	--	--	--
	C(ii)	Meters billing on average basisi 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	--	25	25	25	--	--	--	25	--

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
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	MUL Licencee Area	**Website**		
		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		**Information Boards**		
		Grievance Redresaal Option (Internal/Consumer Redressal Forum)		
		Safety Tips/Precautions /Energy Conservation/Theft deterence etc..		
3		**Information booklets/Flyers**		
		Safe and friendly power (safety, energy conservation, energy calculator,tariff,office)		
4		**Bills**	221	Energy Bill
		Front side : Helpline Numbers and Email		
		Back side : Payment Details		
5		**Public Meetings** (Safety , energy conservation, bill calculation ,bill structure,complaint registration procedure etc.)		
6		**Bill Envelopes to HT-customers** - Information on safety & Service Communication		

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
Year :2020-21

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

Sr. No	Name of Area/Circle	Month	Date and Time Meeting conducted	No of complaints registered at the meeting	No. of complaints pending at the end of the meeting
1	MUL Licencee Area	1st Month of the quarter	10th July-20, 1500 to 1700 hrs	0.00	0.00
		2nd Month of the quarter	10th Aug-20, 1500 to 1700 hrs	0.00	0.00
		3rd Month of the quarter	10th Sep-20, 1500 to 1700 hrs	0.00	0.00

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
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	MUL Licencee Area	7	0	7	NIL	0.00

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
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	MUL Licencee Area	7	1	8	NIL	0

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
Year :2020-21

SoP 011 - A : System Average Interrruption 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	Jul-20	25	73	0.342
2	Aug-20	216	74	2.919
3	Sep-20	21	74	0.284

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
Year :2020-21

SoP 011 - B : System Average Interrruption 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	Jul-20	0:39:00	14	9:06:00		
		0:32:00	2	1:04:00		
		8:54:00	1	8:54:00		
		29:40:00	1	29:40:00		
		2:37:00	1	2:37:00		
		2:53:00	1	2:53:00		
		2:55:00	3	8:45:00		
		3:02:00	1	3:02:00		
		3:04:00	1	3:04:00		
	Jul-20			**59:59:00**	**73**	**0:49:18**
2	Aug-20	0:13:00	1	0:13:00		
		0:17:00	1	0:17:00		
		0:09:00	57	8:33:00		
		0:55:00	5	4:35:00		
		0:30:00	3	1:30:00		
		1:40:00	2	3:20:00		
		1:39:00	51	84:09:00		
		0:52:00	2	1:44:00		
		1:51:00	5	9:15:00		
		1:55:00	3	5:45:00		
		1:56:00	1	1:56:00		
		2:10:00	1	2:10:00		
		0:20:00	1	0:20:00		
		0:38:00	2	1:16:00		
		0:39:00	13	8:27:00		
		0:21:00	5	1:45:00		
		0:24:00	7	2:48:00		
		0:32:00	53	28:16:00		
		1:10:00	2	2:20:00		
		1:12:00	1	1:12:00		
	Aug-20			**169:21:00**	**74**	**2:17:19**
3	Sep-20	2:56:00	1	2:56:00		
		1:10:00	1	1:10:00		
		1:26:00	1	1:26:00		
		0:13:00	16	3:28:00		
		7:29:00	1	7:29:00		
		10:34:00	1	10:34:00		
	Sep-20			**21:31:00**	**74**	**0:17:27**

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
Year :2020-21

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

Sr. No	Month	IM_i = Number of Momentary interruptions for the quarter (in numbers)	N_{mi} = Total no of customers for each momentary interruptions (in numbers)	$Im_i = N_{mi}$ Number of customer Momentary interruptions (in numbers)	N_t - Total no of customers served (in numbers)	MAIFI= Imi*Nmi/ Nt
1	2	3	4	5 = 3 * 4	6	7= 5 / 6
1	**Jul-20**	**0**	**0**	**0**	**73**	**0.0000**
2	**Aug-20**	**0**	**0**	**0**	**74**	**0.0000**
2	**Sep-20**	**1**	**57**	**57**	**74**	**0.7703**

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
Year :2020-21

Performa SoP 013: 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)
MUL Licencee Area	Single Phase	NIL	NIL	-	-	-
	Three Phase	NIL	NIL	-	-	-
	HT	NIL	NIL	-	-	-

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JULY-SEP)
Year :2020-21

Performa SoP 016: 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
TOTAL				NIL	NIL

ANNEXURE I OF ORDER NO: 2 OF 2007 **STANDARD OF PERFORMANCE COMPLIANCE REPORT** **QUARTER/YEAR : APRIL 20 TO SEPTEMBER 20**
REPOERTED BY: **MPSEZ UTILITIES LIMITED**
SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY COMMISSION
DATE: 15.10.2020

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MPSEZ UTILITIES LIMITED
Half Year : H1 (APR-SEP)
Year :2020-21

Performa - SoP 002: Action taken report for safety measures comlied for the accidents occurred

Name of Area/Circle	Location of Accident and details of the victim	Date of occurrence	Type of Accident	Cause of Accident	Findings of CEI / EI / AEI	Remedies suggested by CEI /EI / AE) in various cases	Whether the remedy. suggested is complied	Action taken to avoid recurrence of such Accident	Compensation Paid in Rs
MUL Licencee Area	-	-	-	-	-	-	-	-	-

FH-Fatal , NFH-Non fatal human, FA-Fatal Animal

MPSEZ UTILITIES LIMITED
Half Year : H1 (APR-SEP)
Year :2020-21

Performa SoP 012 - System Losses at EHT / 11 KV and Below

SoP 012 - CALCULATION OF SYSTEM LOSSES AT EHT / 11 KV				
1	**Losses in 11 KV System and Connected Equipment**			
	i	Energy Delivered into EHT / 11 KV and LT Distribution System from EHT/11 KV SSs (MUs)	A	181.70
	ii	Energy Sold (Billed). EHT direct sales (MUs)	B	99.25
	iii	Energy Sold (Billed) in the 11 KV LT system (MUs)	C	76.27
	iv	Total Sales (MUs)	(B+C)	175.52
	v	Losses (MUs)	{(A) - (B+C)}	6.17
	vi	% Losses	{(A) - (B+C)} X 100 / (A)	3.40

MPSEZ UTILITIES LIMITED
Half Year : H1 (APR-SEP)
Year :2020-21

Performa SoP 014: Statement Showing the ATC losses, collection efficiency and Billing Efficiency

Name of Area/Circle	Months	Units input (MUs)	Units Billed (MUs)	Billing Efficiency	Revenue Billed (Rs. Lacs)	Revenue Collected (Rs. Lacs)	Collection Efficiency %	Business Efficiency	ATC Loss%
MUL Licencee Area		A	B	C = (B/A)*100	D	E	F = (E/D)*100	G = (C*F)/100	H = 100 - G
	H-1	181.70	175.52	96.60	10389.64	11354.21	109.28	105.57	-5.57

MPSEZ UTILITIES LIMITED
Half Year : H1 (APR-SEP)
Year :2020-21

Performa SoP 015: Release of New Connection status

Name of Area/Circle	Consumer category	Total no. of consumers connected at the beginning of half-year/year	Pending at the Beginning of the of the Half year/year	New Applications received during the half-year / year	No. of connections released during the half-year / year	No. of applications pending at the end of half-year / year	Total no. of consumers connected at the end of half-year/year
1st Half	LT RESIDENTIAL	0	0	0	0	0	0
	LT COMMERCIAL	22	1	1	1	1	23
	LT INUDSTRIAL	1	0	0	0	0	1
	LT OTHER	10	1	0	1	0	11
	HT	32	1	2	0	3	32
	EHT	7	0	1	0	1	7
	Total	72	3	4	2	5	74
2nd Half	LT RESIDENTIAL						
	LT COMMERCIAL						
	LT INUDSTRIAL						
	LT OTHER						
	HT						
	EHT						
	Total						
Annual	LT RESIDENTIAL						
	LT COMMERCIAL						
	LT INUDSTRIAL						
	LT OTHER						
	HT						
	EHT						
	Total						