

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE COMPLIANCE REPORT
QUARTER/YEAR : JULY 23 TO SEPTEMBER 23**

**REPORTED BY:
MPSEZ UTILITIES LIMITED**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

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Quarter : Q2 (JUL-SEP)

Year :2023-24

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 | FA | NFH | FH | FA | NFH |
| | FH | NFH | FH | FA | NFH | | | | | | |
| MUL Licensee 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 (JUL-SEP)
Year :2023-24

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 | | | | Total (5) to (8) | Balance Complaints to be redressed 10=(4) – (9) |
|-----------------------|----------------|---|------------------------------------|------------------|--|-------------------------|----------------------------------|--------------------------------------|------------------|---|
| | | | | | In stipulated time | | Beyond stipulated time | | | |
| | | | | | 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 Licensee Area | A(i) | Interruption in Power supply due to loose connection form pole fuse blown com | -- | -- | -- | -- | -- | -- | -- | -- |
| | A(ii) | Interruption in Power supply due to line breakdown | -- | 10 | 10 | 8 | 2 | -- | -- | 10 |
| | 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 stopped /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) | Bills 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 | -- | 22 | 22 | 22 | -- | -- | -- | 22 |

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Quarter : Q2 (JUL-SEP)

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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 Licensee 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 Redressal Option (Internal/Consumer Redressal Forum) Safety Tips/Precautions /Energy Conservation/Theft deterrence etc.. | | |
| 3 | | | Information booklets/Flyers Safe and friendly power (safety, energy conservation, energy calculator,tariff,office) | | |
| 4 | | | Bills Front side : Helpline Numbers and Email Back side : Payment Details | 274 | Energy Bill |
| 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 | | |

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Quarter : Q2 (JUL-SEP)

Year :2023-24

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 Licensee Area | 1st Month of the quarter | 10th Jul-23, 1500 to 1700 hrs | 0.00 | 0.00 |
| | | 2nd Month of the quarter | 10th Aug-23, 1500 to 1700 hrs | 0.00 | 0.00 |
| | | 3rd Month of the quarter | 11th Sep-23, 1500 to 1700 hrs | 0.00 | 0.00 |

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JUL-SEP)
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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 Licensee Area | 8 | 0 | 8 | NIL | 0.00 |

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JUL-SEP)
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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 Licensee Area | 13 | 0 | 13 | NIL | 0 |

MPSEZ UTILITIES LIMITED

Quarter : Q2 (JUL-SEP)

Year :2023-24

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 | Jul-23 | 23 | 90 | 0.256 |
| 2 | Aug-23 | 40 | 92 | 0.435 |
| 3 | Sep-23 | 32 | 92 | 0.348 |

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JUL-SEP)
Year :2023-24

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 | Jul-23 | 0:10:00 | 2 | 0:20:00 | | |
| | | 8:05:00 | 2 | 16:10:00 | | |
| | | 0:10:00 | 2 | 0:20:00 | | |
| | | 5:28:00 | 2 | 10:56:00 | | |
| | | 6:09:00 | 3 | 18:27:00 | | |
| | | 0:13:00 | 1 | 0:13:00 | | |
| | | 1:14:00 | 1 | 1:14:00 | | |
| | | 3:14:00 | 2 | 6:28:00 | | |
| | | 0:30:00 | 1 | 0:30:00 | | |
| | | 0:15:00 | 1 | 0:15:00 | | |
| | | 8:28:00 | 2 | 16:56:00 | | |
| | | 1:04:00 | 4 | 4:16:00 | | |
| | Jul-23 | | | 76:05:00 | 90 | 0:50:43 |
| 2 | Aug-23 | 0:15:00 | 3 | 0:45:00 | | |
| | | 1:15:00 | 11 | 13:45:00 | | |
| | | 1:39:00 | 4 | 6:36:00 | | |
| | | 0:39:00 | 9 | 5:51:00 | | |
| | | 22:35:00 | 13 | 293:35:00 | | |
| | Aug-23 | | | 320:32:00 | 92 | 3:29:03 |
| 3 | Sep-23 | 0:26:00 | 11 | 4:46:00 | | |
| | | 32:39:00 | 7 | 228:33:00 | | |
| | | 12:00:00 | 2 | 24:00:00 | | |
| | | 2:15:00 | 1 | 2:15:00 | | |
| | | 0:14:00 | 3 | 0:42:00 | | |
| | | 0:18:00 | 3 | 0:54:00 | | |
| | | 0:32:00 | 2 | 1:04:00 | | |
| | | 0:35:00 | 1 | 0:35:00 | | |
| | | 0:42:00 | 1 | 0:42:00 | | |
| | | 2:40:00 | 1 | 2:40:00 | | |
| | Sep-23 | | | 266:11:00 | 92 | 2:53:36 |

MPSEZ UTILITIES LIMITED

Quarter : Q2 (JUL-SEP)

Year :2023-24

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= $Im_i * N_{mi} /$ N_t |
|---------------|--------------|---|--|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | $7 = 5 / 6$ |
| 1 | Jul-23 | 0 | 0 | 0 | 90 | 0.0000 |
| 2 | Aug-23 | 0 | 0 | 0 | 92 | 0.0000 |
| 3 | Sep-23 | 0 | 0 | 0 | 92 | 0.0000 |

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JUL-SEP)
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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 Licensee Area | Single Phase | NIL | NIL | - | - | - |
| | Three Phase | NIL | NIL | - | - | - |
| | HT | NIL | NIL | - | - | - |

MPSEZ UTILITIES LIMITED
Quarter : Q2 (JUL-SEP)
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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 23 TO SEPTEMBER 23**

**REPOERTED BY:
MPSEZ UTILITIES LIMITED**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

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| | 2 | Sop 003 | Register For Compiling The Complaints <i>{As per Appendix B of the regulation}</i> | 1 |
| | 3 | Sop 004 | Publicity carried out | 1 |
| | 4 | Sop 005 B | Action taken report by the Redressal Committee II | 1 |
| | 5 | Sop 006 | Failure of Distribution Transformer | 1 |
| | 6 | Sop 007 | Failure of Power Transformer | 1 |
| | 7 | Sop 011 | Reliability Indices – SAIDI, SAIFI, MAIFI | 3 |
| | 8 | Sop 013 | Meter faults | 1 |
| | 9 | Sop 016 | Compensation details | 1 |
| HALF - YEARLY | 10 | Sop 002 | Action taken report for safety measures complied for the accidents occurred | 1 |
| | 11 | Sop 012 | System Losses at 66KV and Below | 1 |
| | 12 | Sop 014 | Statement Showing the ATC losses, collection efficiency and Billing Efficiency | 1 |
| | 13 | Sop 015 | Release of New Connection status | 1 |
| Annually | 14 | Sop 008 | Sample Test result for Neutral Voltage | 1 |
| | 15 | Sop 009 | Sample Test result for Voltage variations | 1 |
| | 16 | Sop 010 | Sample Test result for Harmonics | 1 |

MPSEZ UTILITIES LIMITED
Half Year : H1 (APR-SEP)
Year :2023-24

Performa - SoP 002: Action taken report for safety measures complied 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 :2023-24

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 | 296.86 |
| | ii | Energy Sold (Billed). EHT direct sales (MUs) | B | 173.53 |
| | iii | Energy Sold (Billed) in the 11 KV/ LT system (MUs) | C | 115.09 |
| | iv | Total Sales (MUs) | (B+C) | 288.62 |
| | v | Losses (MUs) | {(A) - (B+C)} | 8.24 |
| | vi | % Losses | {(A) - (B+C)} X 100 / (A) | 2.77 |

MPSEZ UTILITIES LIMITED
Half Year : H1 (APR-SEP)
Year :2023-24

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

| Name of Area/Circle | Months | Units input | Units Billed | Billing | Revenue Billed | Revenue | Collection | Business | ATC Loss% |
|---------------------|--------|-------------|--------------|-----------------|----------------|----------------------|-----------------|-----------------|---------------|
| | | (MUs) | (MUs) | Efficiency | (Rs. Lacs) | Collected (Rs. Lacs) | Efficiency % | Efficiency | |
| MUL Licencee Area | | A | B | $C = (B/A)*100$ | D | E | $F = (E/D)*100$ | $G = (C*F)/100$ | $H = 100 - G$ |
| | H-1 | 296.86 | 288.62 | 97.23 | 18129 | 18129 | 100.00 | 97.23 | 2.77 |

*The resultant figure base on application of formats will not portray true picture due to mismatch of billing versus revenue collected in a given period.

MPSEZ UTILITIES LIMITED
Half Year : H1 (APR-SEP)
Year :2023-24

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 | 27 | 0 | 1 | 0 | 1 | 27 |
| | LT INUDSTRIAL | 2 | 0 | 0 | 0 | 0 | 2 |
| | LT OTHER | 9 | 0 | 2 | 2 | 0 | 11 |
| | HT | 42 | 4 | 3 | 0 | 7 | 42 |
| | EHT | 9 | 9 | 1 | 1 | 7 | 10 |
| | Total | 89 | 13 | 7 | 3 | 15 | 92 |
| 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 | | | | | | |