

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

**REPOERTED BY:  
MPSEZ UTILITIES LIMITED**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

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**Quarter : Q3 (OCT-DEC)**

**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

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**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	<b>A(i)</b>	Interruption in Power supply due to loose connection form pole fuse blown com	--	--	--	--	--	--	--	--
	<b>A(ii)</b>	Interruption in Power supply due to line breakdown	--	5	5	5	--	--	5	--
	<b>A(iii)</b>	interruption in Power supply due to failure of transformer	--	--	--	--	--	--	--	--
	<b>A(iv)</b>	Interruption in power supply due to shutdown/load sheeding	--	--	--	--	--	--	--	--
	<b>B(i)</b>	Quality of supply complaints which require no augmentation	--	--	--	--	--	--	--	--
	<b>B(ii)</b>	Quality of supply complaints requiring augmentation of HT/Eht network	--	--	--	--	--	--	--	--
	<b>C(i)</b>	Meters stopped /Defective meter	--	--	--	--	--	--	--	--
	<b>C(ii)</b>	Meters billing on average basis for more than two bills	--	--	--	--	--	--	--	--
	<b>D(i)</b>	Overhead line loose wires	--	--	--	--	--	--	--	--
	<b>D(ii)</b>	Overhead line inadequate ground clearance	--	--	--	--	--	--	--	--
	<b>E(i)</b>	Bills for current bills where no additional information is required	--	--	--	--	--	--	--	--
	<b>E(ii)</b>	Bills for where additional information/ site visit is required	--	--	--	--	--	--	--	--
	<b>F(i)</b>	Service connection where extension of mains is not required	--	--	--	--	--	--	--	--
	<b>F(ii)</b>	Service connection where extension of mains is required	--	--	--	--	--	--	--	--
	<b>F(iii)</b>	Service connection modification in connected load	--	--	--	--	--	--	--	--
	<b>F(iv)</b>	Service connections name change reconnection	--	--	--	--	--	--	--	--
	<b>G</b>	Refund of amount in case of temporary connection	--	--	--	--	--	--	--	--
	<b>H</b>	Others	--	8	8	8	--	--	--	8

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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	<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>	281	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		

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**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	MUL Licensee Area	1st Month of the quarter	10th Oct-23, 1500 to 1700 hrs	0.00	0.00
		2nd Month of the quarter	10th Nov-23, 1500 to 1700 hrs	0.00	0.00
		3rd Month of the quarter	11th Dec-23, 1500 to 1700 hrs	0.00	0.00

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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

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

<b>Sr. No.</b>	<b>Name of Area/Circle</b>	<b>No. of existing Power Transformers at the start of the quarter / year</b>	<b>no. of Power Transformers added during the quarter / year</b>	<b>Total number of Power Transformers</b>	<b>Total number of Power transformer failed</b>	<b>% failure rate of Power transformer</b>
		A	B	C=A+B	D	$H = (D)*100/C$
1	MUL Licensee Area	13	0	13	NIL	0



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

<b>Sr. No</b>	<b>Month</b>	<b>Ni - Number of Customers for each sustained interruptions (in numbers)</b>	<b>NT - Total No of customers served (in Numbers)</b>	<b>SAIFI = Ni/Nt (Monthly SAIFI)</b>
1	2	3	4	5= 3 / 4
1	Oct-23	73	93	0.785
2	Nov-23	16	93	0.172
3	Dec-23	98	95	1.032

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**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	Oct-23	0:26:00	3	1:18:00		
		0:17:00	2	0:34:00		
		0:30:00	1	0:30:00		
		0:31:00	1	0:31:00		
		0:37:00	6	3:42:00		
		0:38:00	1	0:38:00		
		0:52:00	59	51:08:00		
	<b>Oct-23</b>			<b>58:21:00</b>	<b>93</b>	<b>0:37:39</b>
2	Nov-23	0:29:00	1	0:29:00		
		0:36:00	2	1:12:00		
		0:37:00	4	2:28:00		
		0:41:00	1	0:41:00		
		0:39:00	1	0:39:00		
		0:44:00	1	0:44:00		
		0:47:00	1	0:47:00		
		0:51:00	3	2:33:00		
		0:52:00	1	0:52:00		
		0:56:00	1	0:56:00		
	<b>Nov-23</b>			<b>11:21:00</b>	<b>92</b>	<b>0:07:24</b>
3	Dec-23	0:10:00	3	0:30:00		
		11:51:00	1	11:51:00		
		11:56:00	1	11:56:00		
		11:57:00	1	11:57:00		
		11:58:00	3	35:54:00		
		11:59:00	1	11:59:00		
		12:09:00	1	12:09:00		
		0:58:00	4	3:52:00		
		1:00:00	62	62:00:00		
		1:04:00	15	16:00:00		
		1:06:00	1	1:06:00		
		2:11:00	1	2:11:00		
		26:24:00	2	52:48:00		
		26:31:00	1	26:31:00		
		0:50:00	1	0:50:00		
	<b>Dec-23</b>			<b>261:34:00</b>	<b>95</b>	<b>2:45:12</b>

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**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	Oct-23	0	0	0	93	0.0000
2	Nov-23	0	0	0	93	0.0000
3	Dec-23	4	51	204	95	2.1474

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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	-	-	-

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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
<b>TOTAL</b>				NIL	NIL