

**ANNEXURE I OF ORDER NO: 2 OF 2007
STANDARD OF PERFORMANCE COMPLIANCE REPORT
YEARLY : APRIL 23 TO MARCH 24**

**REPORTED BY:
MPSEZ UTILITIES LIMITED**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY
COMMISSION**

MPSEZ UTILITIES LIMITED

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

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	--	29	29	26	3	--	--	29	--
	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	--	74	74	74	--	--	--	74	--

MPSEZ UTILITIES LIMITED

Year :2023-24

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	1109	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

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	Apr-23	10th Apr-23, 1500 to 1700 hrs	-	-
2		May-23	10th May-23, 1500 to 1700 hrs	-	-
3		Jun-23	10th Jun-23, 1500 to 1700 hrs	-	-
4		Jul-23	10th Jul-23, 1500 to 1700 hrs	-	-
5		Aug-23	10th Aug-23, 1500 to 1700 hrs	-	-
6		Sep-23	11th Sep-23, 1500 to 1700 hrs	-	-
7		Oct-23	10th Oct-23, 1500 to 1700 hrs	-	-
8		Nov-23	10th Nov-23, 1500 to 1700 hrs	-	-
9		Dec-23	11th Dec-23, 1500 to 1700 hrs	-	-
10		Jan-24	10th Jan-24, 1500 to 1700 hrs	-	-
11		Feb-24	10th Feb-24, 1000 to 1200 hrs	-	-
12		Mar-24	11th Mar-24, 1500 to 1700 hrs	-	-

MPSEZ UTILITIES LIMITED

Year :2023-24

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	-	8	-	-

MPSEZ UTILITIES LIMITED

Year :2023-24

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	9	5	14	-	-

MPSEZ UTILITIES LIMITED

Year :2023-24

Performa SoP 008: Sample Test result for Neutral Voltage

1	2	3	4	5	6	7
Sr.No	Name of Area/Circle	Category of consumers	Sample Size (Numbers)	Standard specified in regulation	Deviation of results from the sample test (Numbers)	% age non-compliance (7)=(6)*100/(4)
1	MUL Licensee Area	HT Consumer	-	<2%	-	-
		LT Consumer	39	<2%	-	-

MPSEZ UTILITIES LIMITED

Year :2023-24

Performa SoP 009: Sample Test result for Voltage variations

1	2	3	4	5	6	7
Sr.No	Name of Area/Circle	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Deviation of results from the sample test (Numbers)	% age non- compliance (7)=(6)*100/(4)
1	MUL Licensee Area	Low Voltage	35	+6% and -6%	-	-
		High Voltage	40	+6% and -9%	-	-
		Extra High Voltage	11	+10% and -12.5%	-	-

MPSEZ UTILITIES LIMITED

Year :2023-24

Performa SoP 010: Sample Test result for Harmonics

1	2	3	4	5	6	7
Sr.No	Name of Area/Circle	Voltage Level	Sample Size (Numbers)	Limit or prescribed standard	Deviation of results from the sample test (Numbers)	% age non- compliance (7)=(6)*100/(4)
1	MUL Licensee Area	Low Voltage	-	<8% in Current and <5% in Voltage	-	-
		High Voltage	10	<8% in Current and <5% in Voltage	-	-
		Extra High Voltage	4	<8% in Current and <5% in Voltage	-	-

MPSEZ UTILITIES LIMITED

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	Apr-23	0	89	0.000
2	May-23	8	89	0.090
3	Jun-23	62	90	0.689
4	Jul-23	23	90	0.256
5	Aug-23	40	92	0.435
6	Sep-23	32	92	0.348
7	Oct-23	73	93	0.785
8	Nov-23	16	93	0.172
9	Dec-23	98	95	1.032
10	Jan-24	2	95	0.021
11	Feb-24	13	95	0.137
12	Mar-24	67	96	0.698

MPSEZ UTILITIES LIMITED

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	8 = 7 / 6
	Apr-23			0:00:00	89	0:00:00
2	May-23	0:50:00	7	5:50:00		
		12:41:00	1	12:41:00		
	May-23			18:31:00	89	0:12:29
3	Jun-23	9:13:00	1	9:13:00		
		0:09:00	54	8:06:00		
		1:40:00	2	3:20:00		
		1:13:00	1	1:13:00		
		0:28:00	2	0:56:00		
		2:05:00	2	4:10:00		
	Jun-23			26:58:00	90	0:17:59
4	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
5	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
6	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

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	8 = 7 / 6
7	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		
	Oct-23			58:21:00	93	0:37:39
8	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		
	Nov-23			11:21:00	92	0:07:24
9	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		
	Dec-23			261:34:00	95	2:45:12
10	Jan-24	0:47:00	2	1:34:00		
	Jan-24			1:34:00	95	0:00:59
11	Feb-24	0:39:00	5	3:15:00		
		0:40:00	8	5:20:00		
	Feb-24			8:35:00	95	0:05:25
12	Mar-24	0:29:00	1	0:29:00		
		0:24:00	2	0:48:00		
		0:15:00	1	0:15:00		
		0:17:00	61	17:17:00		
		0:22:00	1	0:22:00		
		0:32:00	1	0:32:00		
	Mar-24			19:43:00	96	0:12:19

MPSEZ UTILITIES LIMITED

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	Apr-23	1	56	56	89	0.6292
2	May-23	1	56	56	89	0.6292
3	Jun-23	2	62	62	90	0.6889
4	Jul-23	0	0	0	90	0.0000
5	Aug-23	0	0	0	92	0.0000
6	Sep-23	0	0	0	92	0.0000
7	Oct-23	0	0	0	93	0.0000
8	Nov-23	0	0	0	93	0.0000
9	Dec-23	4	51	204	95	2.1474
10	Jan-24	0	0	0	95	0.0000
11	Feb-24	0	0	0	95	0.0000
12	Mar-24	2	72	143	96	1.4896

MPSEZ UTILITIES LIMITED

Year :2023-24

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

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	0	0	0	0	0	0
	LT COMMERCIAL	27	1	2	1	0	28
	LT INUDSTRIAL	2	0	0	0	0	2
	LT OTHER	11	0	0	0	0	9
	HT	42	7	5	3	6	45
	EHT	10	7	0	2	1	12
	Total	92	15	7	6	7	96
Annual	LT RESIDENTIAL	0	0	0	0	0	0
	LT COMMERCIAL	27	0	3	1	0	28
	LT INUDSTRIAL	2	0	0	0	0	2
	LT OTHER	9	0	2	2	0	9
	HT	42	4	8	3	6	45
	EHT	9	9	1	3	1	12
	Total	89	13	14	9	7	96

MPSEZ UTILITIES LIMITED

Year :2023-24

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	MUL Licensee Area	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