

**APPENDIX -D OF ORDER NO: 2 OF 2023  
STANDARD OF PERFORMANCE COMPLIANCE REPORT  
QUARTER/YEAR : OCTOBER 25 TO DECEMBER 25**

**REPOERTED BY:  
MPSEZ UTILITIES LIMITED**

**SUBMITTED TO : GUJARAT ELECTRICITY REGULATORY  
COMMISSION**

**MPSEZ UTILITIES LIMITED**  
**Quarter : Q3 (OCT-DEC)**  
**Year :2025-26**

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

**MPSEZ UTILITIES LIMITED**  
**Quarter : Q3 (OCT-DEC)**  
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**Performa SoP 003 B: REGISTER FOR COMPILING THE COMPLAINTS - CLASSIFICATIONWISE**

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
				Within stipulated time.	Beyond stipulated time	Total	
1	2	3	4=2+3	5	6	7=5+6	8=7-4
A (I to V)	--	3	3	3	--	3	--
B (I to V)	--	--	--	--	--	--	--
C (I to VI)	--	--	--	--	--	--	--
D (I and II)	--	--	--	--	--	--	--
E (I to IV)	--	--	--	--	--	--	--
F (I to IX)	--	--	--	--	--	--	--
G	--	--	--	--	--	--	--
H	--	--	--	--	--	--	--
I	--	--	--	--	--	--	--
J	--	9	9	9	--	9	--

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**Perfoma SoP 004:Publicity carried out**

Sr. No	Actions or steps carried out by distribution licensee towards public awareness in the quarter	Likely number of consumers influenced	Details about media
1	<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> Front side : Helpline Numbers and Email Back side : Payment Details	329	Energy Bill
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: Failure of Distribution Transformer**

Sr. No.	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	E = (D)*100/C
1	9	0	9	0	0%

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

Sr. No.	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	E = (D)*100/C
1	14	0	14	0	0%

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**Performa SoP 010: A System Average Interruption Frequency Index (SAIFI)**

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total number of Customers Served for the Areas = Nt	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum (Ai \times Ni)$	$SAIFI = \sum (Ai \times Ni) / Nt$
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b><math>7 = 6 / 5</math></b>
i	Jul-25	0	0	109	0	0.000
ii	Aug-25	3	37	110	37	0.336
iii	Sep-25	0	0	110	0	0.000

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

Sr. No	Month	Number of Sustained Interruptions during the Reporting Period = Ai	Total Outage Duration	Restoration time for each Interruption Event = Ri	Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = Ni	Total Customer Interruption Duration = Ri x Ni	Total Number of Customers Served for the Areas = Nt	Cumulative Customer Interruptions Duration = $\sum (Ri \times Ni)$	SAIDI = $\sum (Ri \times Ni) / Nt$
		Nos	Hr : Min	Hr : Min	Nos	Hr : Min	Nos	Hr : Min	Hr : Min
1	2	3	4	5 = 4 / 3	6	7	8	9	10 = 9 / 8
i	Jul-25	0	00:00	00:00	0	00:00	109	00:00	00:00
ii	Aug-25	3	31:42	10:34	37	31:42	110	31:42	00:17
iii	Sep-25	0	00:00	00:00	0	00:00	110	00:00	00:00

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**SoP 012 : Momentary Average Interruption Frequency Index (MAIFI)**

Sr. No	Month	Total Number of Momentary interruptions = I <sub>mi</sub>	Total Number of Consumers affected due to Momentary Interruption Events during the Reporting Period = N <sub>mi</sub>	Number of Customer Momentary Interruptions = I <sub>Mi</sub> * N <sub>mi</sub>	Total Number of Customers Served for the Areas = N <sub>t</sub>	Cumulative Momentary Customer Interruptions = $\sum (I_{mi} \times N_{mi})$	MAIFI = $(I_{Mi} \times N_{mi}) / N_t$
1	2	3	4	5 = 3 x 4	6	7 = $\sum (3 \times 4)$	8 = 7 / 6
i	Jul-25	0	0	0	109	0	0
ii	Aug-25	0	0	0	110	0	0
iii	Sep-25	0	0	0	110	0	0

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**SoP 013 : Customer Average Interruption Duration Index (CAIDI)**

Sr. No	Month	Total Number of Sustained Interruptions during the Reporting Period = $\sum A_i$	Total Restoration time for Interruption Events = $\sum R_i$	Total Number of Interrupted Customers for Sustained Interruption events during the Reporting Period = $\sum N_i$	CAIDI = $\sum (R_i \times N_i) / \sum (A_i \times N_i) = SAIDI / SAIFI$
1	2	3	4	5	6
i	Jul-25	0	00:00	0	00:00
ii	Aug-25	3	31:42	37	00:51
iii	Sep-25	0	00:00	0	00:00

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**SoP 015 : Meter faults**

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
Single Phase	-	-	-	-	-
Three Phase	-	-	-	-	-
HT	-	-	-	-	-

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**SoP 016 : Compensation Details**

Sr. No.	Service Area	Compensation payable to consumer for the period of default in case of violation of standard	Claimed		Payable		
			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
1	Registration of complaint and intimation of Unique complaint Number to the Complainant	Rs. 50/- for each default	-	-	-	-	-
2	Issuance of Demand Note for New Connection, Load Enhancement, Shifting of connection at other premises, Conversion of Service, Temporary Supply, Shifting of Service Connection in exiting premises, Deviation of line and Shifting of equipments	Rs. 50 for each day of default.	-	-	-	-	-
3	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where no Network erection and/or augmentation is required.	Rs. 50 for each day of default.	-	-	-	-	-
4	New Connection, Load Enhancement, Shifting of connection at other premises and Conversion of Service where Network erection and/or augmentation is required.	Rs. 50 for each day of default.	-	-	-	-	-
5	Release of temporary supply	Rs. 50 for each day of default.	-	-	-	-	-
6	Shifting of meter/services in the existing premises	Rs. 50 for each day of default.	-	-	-	-	-
7	Shifting of LT/HT lines		-	-	-	-	-
8	Shifting of Transformer structures		-	-	-	-	-
9	Settlement of amount for refunding of excess amount after completion of work.		-	-	-	-	-

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			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
10	Transfer of Service Connection with respect to change of name or change of ownership	Rs. 50 for each day of default.	-	-	-	-	-
11	Application from consumer requesting Change in Tariff Class/Category.	Rs. 50 for each day of default.	-	-	-	-	-
12	Complaint Related to Billing	Rs. 50 for each day of default.	-	-	-	-	-
13	Replacement of Meter	Rs. 25/- for each day of default subject to maximum of Rs. 1500/- for LT connections and Rs. 250/- for each day of default subject to maximum of Rs. 2500/- for HT connections.	-	-	-	-	-
14	Reconnection of Supply	Rs. 25/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each six hours (or part thereof) of delay in restoration of supply subject to maximum Rs. 1000/- for HT connection.	-	-	-	-	-

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			No. of cases	Amount (Rs.)	No. of cases in which compensation is payable	Amount payable (Rs.)	Amount paid (Rs.)
15	More than 2 interruptions in a day to the consumer for the reasons not attributable to the nature of fault as mentioned in Clause 8.4 of these Regulations.	Rs. 25/- for each interruption subject to maximum Rs. 500/- for LT connection and Rs. 50/- for each interruption subject to maximum Rs. 1000/- for HT connection.	-	-	-	-	-
16	Failure to restore power supply in case of blowing of fuse of LT side distribution transformer, at consumer premises, trouble of MCB of distribution transformer, loose connection at pole, MCB or meter, etc.	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer subject to maximum of Rs. 500/- per day for LT consumer	-	-	-	-	-
17	Failure to restore power supply in case of blowing of HT side fuse of distribution transformer		-	-	-	-	-
18	Failure to restore power supply in case of HT and LT line fault		-	-	-	-	-
19	Failure to restore power supply in case of Distribution transformer failure		-	-	-	-	-
20	Failure to restore power supply in case of failure of underground service or underground HT/LT cable		-	-	-	-	-
21	Scheduled Power Outage	Rs. 50/- per hour per Consumer for the first two hours of default. Thereafter Rs. 100/- per hour per Consumer	-	-	-	-	-
22	Site Visit and Intimation to the Consumer about likely time to resolve the complaint related to voltage fluctuation.	Rs. 200/- for each instance for each complaint.	-	-	-	-	-
23	Complaint of Neutral Voltage	Rs. 250/- for each complaint	-	-	-	-	-
24	Complaint regarding Voltage variations at the point of commencement of supply.	Rs. 25/- for each day of default subject to maximum of Rs. 500/-	-	-	-	-	-

## MPSEZ UTILITIES LIMITED

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SoP 017 : Individual Complaint where Compensation has been paid

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**SoP 018 : Unauthorised Use of Electricity**

No. of cases booked	No. of cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favour of the Licensee	No. of cases decided by the Appellate Authority in favour of the consumer
-	-	-	-	-

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**SoP 019 : Theft of Electricity**

No. of cases booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgment delivered by the Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of Consumer
-	-	-	-	-