

# Gigaplex Estate Private Limited

o/c



**K RAHEJA  
CORP**

7<sup>th</sup> April 2017

**GEPL/Power/2017-18/G426**

To,  
**The Secretary,**  
Maharashtra Electricity Regulatory Commission,  
13th Floor, Centre No.1, World Trade Centre,  
Cuffe Parade, Mumbai-400005  
[Fax: 22163976 E-Mail: mercindia@merc.gov.in]

*Meetha*  
OFFICE OF THE  
MAHARASHTRA ELECTRICITY  
REGULATORY COMMISSION  
WTC, COLABA, MUMBAI - 400 005.

Subject : Submission of Quarterly report (January-2017 to March -2017) as per Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014

Respected Sir,

We are submitting following Quarterly reports for the Q4 (FY 16-17) i.e. January-2017 to March -2017 & are attached herewith this letter.

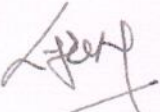
1. Quarterly Reports for Q4 (FY16-17) Annexure I to Annexure IV

This submission is in compliance of Clause 13 of Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014

This is for your kind information please.

Thanking you,

Yours faithfully,  
For Gigaplex Estate Private Limited

  
**Authorized Signatory**



**Enclosures:**

1. Quarterly Reports for Q4 (FY16-17) Annexure I to Annexure IV

CIN : U45202MH1990PTC057919

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**GIGAPLEX ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF GIGAPLEX ESTATE PRIVATE LIMITED

January 17 to March 17

**Annexure-I**  
**Standards of Performance Level by the Distribution Licensee**

Sr. No.	SOP Regulation No.	Parameters	Area	Pending complaint Nos. (previous Quarter)		Complaints in current Qtr.	Total complaints	No. of complaints addressed		Pending complaints at end of Qtr.
				d	e			g	h	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
1	4.3	New connection- inspection of premises.	Urban	0	7	7	7	0	7	0
2	4.4	Intimation of charges where supply from existing lines.	Urban	0	7	7	7	0	7	0
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	Urban	0	0	0	0	0	0	0
4	4.7	New connection / add. load where supply from existing line.	Urban	0	7	7	7	0	7	0
5	4.8	New connection / add. Load where supply after extension / augmentation.	Urban	0	0	0	0	0	0	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station.	Urban	0	0	0	0	0	0	0
7	4.12	Shifting of Meter / service Line.	Urban	0	0	0	0	0	0	0
8	6.1	Reconnection of supply after payment of dues.	Urban	0	0	0	0	0	0	0
9	4.13	Change of Name	Urban	0	3	3	3	0	3	0



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GIGAPLEX ELECTRICITY DISTRIBUTION LICENSEE  
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January 17 to March 17

Annexure-I  
Standards of Performance Level by the Distribution Licensee

10	4.13	Change of category	Urban	0	0	0	0	0	0	0	0	0	0
11	5.4 (a)	Complaint of Voltage Variation-Local fault	Urban	0	0	0	0	0	0	0	0	0	0
12	5.4 (b)	Complaint of Voltage Variation-Net work	Urban	0	0	0	0	0	0	0	0	0	0
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required	Urban	0	0	0	0	0	0	0	0	0	0
14	6.1	Fuse off call	Urban	0	0	0	0	0	0	0	0	0	0
15	6.2	Break down of Over head Line	Urban	0	0	0	0	0	0	0	0	0	0
16	6.3	Underground Cable fault	Urban	0	0	0	0	0	0	0	0	0	0
17	6.4	Transformer Failure	Urban	0	0	0	0	0	0	0	0	0	0
18	7.2	Meter Reading	Urban	0	0	0	0	0	0	0	0	0	0
19	7.3	Replacement of Faulty Meter	Urban	0	3	3	3	3	0	0	3	0	0
20	7.4	Replacement of Burnt Meter	Urban	0	0	0	0	0	0	0	0	0	0
21	7.6 - 7.7	Billing Complaint	Urban	0	0	0	0	0	0	0	0	0	0





**GIGAPLEX ELECTRICITY DISTRIBUTION LICENSEE**  
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**Annexure-II**  
**Report of individual Complaints where Compensation has been paid**

Sr. No.	Complaint No.	Date of filing complaint	Consumer No	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs)	Date of payment of Compensation (DD/MM/YYYY)
1	2	3	4	5	6	7	8	9
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL







**GIGAPLEX ELECTRICITY DISTRIBUTION LICENSEE**  
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**Annexure-III**  
**Report of action on Faulty Meters (1 Phase/ 3 Phase)**

Sr. No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter (Nos.)	Faulty Meters added during Quarter (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	2	3	4	5	6	7	8
1	Gigaplex Electricity Distribution Licensee	-	2	1	3	3	Nil





**GIGAPLEX ELECTRICITY DISTRIBUTION LICENSEE**  
**DIVISION OF GIGAPLEX ESTATE PRIVATE LIMITED**

**Annexure-IV**  
**Performance Report regarding Reliability Indices**

**(1) System Average Interruption Duration Index (SAIDI)**

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder (minutes)	Nt=Total number of consumers of the distribution Licensees area	Sum (Ri*Ni) for all feeders (excluding agri. Feeders)	SAIDI = (6)/(5)
1	2	3	4	5	6	7
1	Jan-17	0	0	34	0	0.000
2	Feb-17	0	0	37	0	0.000
3	Mar-17	0	0	37	0	0.000
<b>YTD 2016-17</b>		<b>0</b>	<b>0.00</b>	<b>37</b>	<b>0</b>	<b>0.000</b>

**(2) System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions =Sum Ni.	Nt=Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
1	2	3	4	5	6
1	Jan-17	0	0	34	0.000
2	Feb-17	0	0	37	0.000
3	Mar-17	0	0	37	0.000
<b>YTD 2016-17</b>		<b>0</b>	<b>0</b>	<b>37</b>	<b>0.000</b>

**(3) Customer Average Interruption Duration Index (CAIDI)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jan-17	0.000	0.000	0.000
2	Feb-17	0.000	0.000	0.000
3	Mar-17	0.000	0.000	0.000
<b>YTD 2016-17</b>		<b>0.0000</b>	<b>0.0000</b>	<b>0.000</b>

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