

# Mindspace Business Parks Private Limited

(Formerly Known as : Serene Properties Private Limited)



23, July 2018

MBPPL/Power/2018-19/M632

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]

Subject : Submission of Quarterly report (April-18 to June-18) 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 Q1 (FY 18-19) i.e. April-18 to June-18  
are attached herewith this letter.

1. Quarterly Reports for Q1 (FY18-19) Annexure I to Annexure IV
2. CGRF report for Q1 (FY 18-19) as Annexure I

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 Mindspace Business Parks Private Limited

Authorized Signatory



01/7/18  
OFFICE OF THE  
MAHARASHTRA ELECTRICITY  
REGULATORY COMMISSION  
WTC, CUFFE PARADE, MUMBAI - 400 005.

Enclosures:

1. Quarterly Reports for Q1 (FY18-19) Annexure I to Annexure IV
2. CGRF report for Q1 (FY 18-19)



**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
**DIVISION OF MINDSPACE BUSINESS PARKS PRIVATE LIMITED**

April 18 to June 18

**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.
							Within Standards of performance	More than stipulated time	Total complaints redressed	
a	b	c	d	e	f=d+e	g	h	l=g+h	j= f-i	
1	4.3	New connection- inspection of premises.	Urban	0	3	3	0	3	0	
2	4.4	Intimation of charges where supply from existing lines.	Urban	0	3	3	0	3	0	
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation.	Urban	0	0	0	0	0	0	
4	4.7	New connection / add. load where supply from existing line.	Urban	0	3	3	0	3	0	
5	4.8	New connection / add. Load where supply after extension / augmentation.	Urban	0	0	0	0	0	0	
6	4.9	New connection / add. load where supply after commissioning of add. station.	Urban					0	0	
7	4.12	Shifting of Meter / service Line.	Urban	0	0	0	0	0	0	
8	6.1	Reconnection of paybill	Urban	0	0	0	0	0	0	
9	4.13	Change of Name	Urban	0	0	0	0	0	0	
10	4.13	Change of category	Urban	0	0	0	0	0	0	



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April 18 to June 18

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

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	0	0	0	0	0	0	0	0	0
20	7.4	Replacement of Burrrt 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



*[Handwritten Signature]*





**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
**DIVISION OF MINDSPACE BUSINESS PARKS PRIVATE LIMITED**

**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



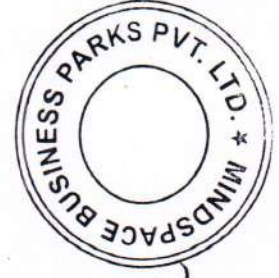


**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF MINDSPACE BUSINESS PARKS PRIVATE LIMITED

**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	Serene Electricity Distribution Licensee		0	0	0	0	0





**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF MINDSPACE BUSINESS PARKS 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	April 18	0	0	126	0	0.000
2	May 18	0	0	128	0	0.000
3	Jun-18	18	386	128	6948	54.281
Q1 TD 2018-19		18	386	128	6948	54.2813

(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	April 18	0	0	126	0.000
2	May 18	0	0	128	0.000
3	Jun-18	0	0	128	0.000
Q1 TD 2018-19		0	0	128	0.000

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
1	2	3	4	5
1	April 18	0.000	0.000	0.000
2	May 18	0.000	0.000	0.000
3	Jun-18	54.2813	0.000	0.000
Q1 TD 2018-19		54.2813	0.000	0.000



Annexure-1

**Quarterly Report on Consumer Grievances handled by the CGRF**



Distribution Licensee: SERENE ELECTRICITY DISTRIBUTION LICENSEE  
 Licensee: DIVISION OF MINDSPACE BUSINESS PARKS PVT. LTD.

Distribution Licensee: SERENE ELECTRICITY DISTRIBUTION LICENSEE  
 Licensee: DIVISION OF MINDSPACE BUSINESS PARKS PVT. LTD.

**A. Summary of Grievance Redressal during the quarterly period from 01.04.2018 to 30.06.2018**

No. of Grievances pending on start date	No. of Grievance received during the period	Total no. of Grievances during the period	No. of Grievances not admitted or withdrawn during the period	Total No. of Grievances actionable during the period	No. of Grievances		Total No. of Grievances redressed during the period	Total No. of Grievances pending at end of period	No. of Decisions in favour of consumer	No. of Decisions in favour of Licensee	No. of Orders requiring compliance report by Licensee	No. of orders providing payment of compensation on by Licensee to	Status of compliance by		
					Within 60 days	Beyond 60 days							Reports received within period as per order	Reports received beyond specified period in the order	
A 0	B 0	C=(A+B) 0	D 0	E=(C-D) 0	F NIL	G NIL	H=(F+G) 0	I=(H+E) 0	J 0	K=(H+I) 0	L 0	M 0	N NIL	O NIL	P NIL

**B. Category-wise break up of Grievances redressed**

Category of	No. of Complaints
Commercial	0
Industrial	0
<b>Total</b>	<b>0</b>

**C. Nature of Grievances redressed**

Nature of Complaint	No. of Complaints
Billing related	0
Meter fault	0
Technical	0
New Connection	0
Quality of supply	0
Service related	0
Others	0
<b>Total</b>	<b>0</b>

D. No. of CGRF's Sittings during the quarter  
NIL

E. No. of cases pending for more than two months  
NIL



*G. S. Trimukhe*  
(G. S. Trimukhe)

Chairperson, CGRF, Serene Electricity Distribution Licensee  
 Div. of Mindspace Business Parks Pvt. Ltd.