



जवाहरलाल नेहरू पत्तन प्राधिकरण
JAWAHARLAL NEHRU PORT AUTHORITY

ISO 9001 : 2015
ISO 14001 : 2015
ISO 27001 : 2013
ISO 45001 : 2018

पत्तन कार्यालय : प्रशासन भवन, शेवा, नवी मुंबई - 400707. Port Office : Administration Bldg., Sheva, Navi Mumbai - 400 707.
मुख्य सतर्कता अधिकारी Chief Vigilance Officer - (022) 2724 4151; मुख्य प्रबंधक (प्रशासन) एवं सचिव Chief Manager (Admn.) & Secy - (022) 2724 4021 ;
मुख्य प्रबंधक (यातायात) Chief Manager (Traffic) - (022) 2724 4191; मुख्य प्रबंधक (या.एव.वि.अ.) Chief Manager (M&EE) - (022) 2724 4181 ;
मुख्य प्रबंधक (वित्त) Chief Manager (Fin) - (022) 2724 4081; मुख्य प्रबंधक (प.के.वि.) Chief Manager (PP&D) - (022) 2724 4156
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Ref No: JNPA/SEZ/MERC/SOP/2023/ 193

Date: 05.10.2023

To
The Secretary,
Maharashtra Electricity Regulatory Commission
Mumbai.

Subject: Standard of Performance Quarterly Return for September, 2023

Respected Sir,

In compliance to the MERC (Maharashtra Electricity Regulation Commission) Electricity Supply Code and Standards of performance of Distribution Licensee including power Quality Regulations 2021, the SOP quarterly return in the prescribed formats as given in Annexure I, Annexure III to VII for the quarter ending September 2023 is attached herewith for your kind perusal.

Yours Faithfully

(Anil T Chopade)

Dy. General Manager – Utility Services)

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Encl: - Annexure I and III to VII

Annexure-I

Quarterly Report on Consumer Grievances handled by the CGRF
JNPA SEZ, JNPA SEZ, CGRF

A. Summary of Grievance Redressal during the quarterly period from 01.07.2023 to 30.09.2023

No. of Grievances pending on start date	No. of Grievances received during the period	Total No. of grievance during the period	No of grievance not admitted or withdrawn during the period	No. of Grievance		Total No. of grievances redressed during the period	Total no. of Grievance's 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	B	C=(A+B)	D	E=(C-D)	F	G	H=(H-E)	I=(H-E)	J	K=(H-I)	L	M	N	O	P
0	0	0	0	0	0	Nil	0	0	0	0	0	0	0	Nil	Nil

B. Category-wise break-up of Grievances redressed

Category of	No. of Complaint
Commercial	0
Industrial	0
total	0

C. Nature of Grievances Redressed

Nature of Complaint	No. of Complaint
Billing related	0
Meter Fault	0
Technical	0
New connection	0
Quality of supply	0
Service Related	0
Others	0
Total	0

D. No. of CGRF's Sitting the during Quarter

CGRF Chairperson post is vacant

E. No. of cases pending for more than two weeks

Nil

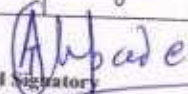
Chairperson
CGRF - JNPA SEZ


JAWAHARLAL NEHRU PORT AUTHORITY SEZ

Annexure III Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return **September 2023** to be submitted to the Commission by the Distribution Licensee

Sr No	Parameters	Area	Pending complaints nos (Previous Quarter)	Complaints in current quarter	Total Complaints	No of complaints addressed			Pending complaints at end of quarter
						f	g	h=f+g	
	a	b	c	d	e=c+d	f	g	h=f+g	i=e-h
1	Intimation of charges where supply to dedicated or after extension/ augmentation	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
2	New connection / additional load where supply from existing line	Urban	0	0	0	0	0	0	0
		Rural	0	0	0	0	0	0	0
3	New connection/ additional load where supply after extension/ augmentation	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
4	New connection/ additional load where supply after commissioning of sub station	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
5	Shifting of Meter/ service line	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
6	Reconnection of supply after payment of dues	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
7	Change of Name	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
8	Change of category	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
9	Fuse of call	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
10	Break down of over head line:	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
11	Underground cable fault/ Bus riser fault	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
12	Transformer & associated switchgear failure	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
13	Metre Reading	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
14	Replacement of faulty meters	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
15	Replacement of burnt meter	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
16	Billing complaint	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0
17	Quality of supply (Specify the parameter)	Urban	NA	NA	NA	NA	NA	NA	NA
		Rural	0	0	0	0	0	0	0


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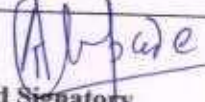
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Annexure-IV Report of individual Complaints where Compensation has been paid

Format for quarterly return **September-2023** to be submitted to the Commission by the Distribution Licensee

Sr. No.	Complaint No	Date of Filing complaint/ automatic compensation	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	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

Note - The report shall be prepared as per category of item for which the compensation is paid for non-observance of standard of performance



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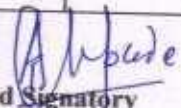
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Annexure-V Report of action on Faulty Meters (1 Phase/ 3 Phase).

Format for quarterly return **September 2023** to be submitted to the Commission by the Distribution Licensee

Sr No	Name of Distribution Licensee	Reference to overall standard	Faulty Meter at start of the quarter (Nos)	Faulty Meter added during the quarter (Nos)	Total Faulty meters (Nos)	Meter rectified/ replaced (Nos)	Faulty Meters pending at end of quarter (Nos)
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]
1	JNPA-SEZ	Nil	Nil	Nil	Nil	Nil	Nil


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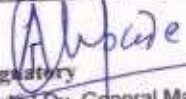
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JAWAHARLAL NEHRU PORT AUTHORITY SEZ**Annexure-VI Report of Installation of Meter**Format for quarterly return **September 2023** to be submitted to the Commission by the Distribution Licensee

Sr No	Name of Distribution Licensee	Total Agriculture connections at start of the quarter (Nos)	Metered Agriculture connection at start of the quarter (Nos)	New Meter Agriculture connections released during the quarter (Nos)	Unmetered agriculture connections at start if the quarter (Nos)	New Unmetered agriculture connection released during the quarter (Nos)	Meter installed to unmetered connections during the quarter (Nos)	Unmetered agriculture connections at start of the quarter (Nos)	New Unmetered agriculture connections released during the quarter (Nos)	Meter installed to unmetered connection during the quarter (Nos)
[1]	[2]	[3]	[4]	[5]	[6]	[7]	[8]	[9=6+7+8]	[10=4+5+8]	[11=9+10]
1	JNPA-SEZ	0	0	0	0	0	0	0	0	0


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JAWAHARLAL NEHRU PORT AUTHORITY SEZ

Annexure-VII Performance Report regarding Reliability Indices.

Formats for Quarterly returns September 2023 to be submitted to the Commission by the Distribution Licensee

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	Nt=Total number of consumers of the distribution Licensees area.	Sum.(Ri*Ni) for all feeders excluding agriculture feeders	SAIDI=(6)/(5)
[1]	[2]	[3]	[4]	[5]	[6]	[7]
1	Jul-23	0	0	18	0	0.00
2	Aug-23	0	0	18	0	0.00
3	Sep-23	0	0	18	0	0.00
Total				54	0	0

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	Jul-23	0	0	18	0.000
2	Aug-23	0	0	18	0.000
3	Sep-23	0	0	18	0.000
Total				54	0.0

3) Customer Average Interruption Duration Index (CAIDI)

Sr No	Month	SAIDI	SAIFI	SAIDI/SAIFI
[1]	[2]	[3]	[4]	[5]
1	Jul-23	0.00	0.000	0.0
2	Aug-23	0.00	0.000	0.0
3	Sep-23	0.00	0.000	0.0
Total		0	0.0	0.0

4) Customer Average Interruption Duration Index (CAIDI) for HT consumers

Sr No	Month	Ni=Number of HT consumers who experienced a sustained interruption	Ri=Restoration time for each interruption event on HT feeder	sum.(Ri*Ni) for all HT consumers	CAIDI=(5)/(3)
[1]	[2]	[3]	[4]	[5]	[6]
1	Jul-23	0	0	0	0
2	Aug-23	0	0	0	0
3	Sep-23	0	0	0	0
Total		0	0	0	0

(Signature)
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