

# Serene Properties Private Limited

Regd. Off. : Plot No. C-30, Block 'G', Opp. SIDBI, Bandra Kurla Complex,  
Bandra (E), Mumbai - 400 051.  
Phone : 91-22-2656 4000 Website : www.krahejacorp.com  
CIN : U45200MH2003PTC143610



SPPL/Power/2015-16/129

07<sup>th</sup> October 2015

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 (July-15 to September-15) 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 the Quarterly reports for the Q2 (FY 15-16) i.e. July -15 to September-15  
attached herewith this letter. 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

For your kind information please.

Thanking you,

Yours faithfully,  
For Serene Properties Private Limited

**Authorized Signatory**

**Enclosures:**

1. Quarterly Reports for Q2 (FY15-16) Annexure I to Annexure IV



**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF SERENE PROPERTIES PRIVATE LIMITED

**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	I=g+h	j= f-i
1	4.3	New connection- inspection of premises.	Urban	0	5	5	5	0	5	0
2	4.4	Intimation of charges where supply from existing lines.	Urban	0	5	5	5	0	5	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	4	4	4	0	4	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



**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF SERENE PROPERTIES PRIVATE LIMITED

**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	
8	6.1	Reconnection of supply after	Urban	0	0	0	0	0	0	0
9	4.13	Change of Name	Urban	0	0	0	0	0	0	0
10	4.13	Change of category	Urban	0	3	3	3	0	3	0
11	5.4 (a)	Complaint of Voltage Variation- Local fault	Urban	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
13	5.4 (c)	Complaint of Voltage Variation - Expansion/ augmentation required	Urban	0	0	0	0	0	0	0
14	6.1	Fuse off call	Urban	0	0	0	0	0	0	0
15	6.2	Break down of Over head Line	Urban	0	0	0	0	0	0	0
16	6.3	Underground Cable fault	Urban	0	1	1	1	0	1	0
17	6.4	Transformer Failure	Urban	0	0	0	0	0	0	0
18	7.2	Meter Reading	Urban	0	0	0	0	0	0	0
19	7.3	Replacement of Faulty Meter	Urban	0	4	4	4	0	4	0
20	7.4	Replacement of Burnt Meter	Urban	0	0	0	0	0	0	0
21	7.6, 7.7	Billing Complaint	Urban	0	1	1	1	0	1	0





**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF SERENE PROPERTIES 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	4	4	4	0



**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF SERENE PROPERTIES PRIVATE LIMITED

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

(I) 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	Jul-15	2	835	98	1670	17.041
2	Aug-15	0	0	99	0	0.000
3	Sep-15	0	0	98	0	0.000
	<b>YTD 2015-16</b>	<b>11</b>	<b>164.91</b>	<b>98</b>	<b>1814</b>	<b>18.510</b>



**SERENE ELECTRICITY DISTRIBUTION LICENSEE**  
DIVISION OF SERENE PROPERTIES PRIVATE LIMITED

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

(2) SAIIFI

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.	Nr=Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
1	2	3	4	5	6
1	Jul-15	2	2	98	0.020
2	Aug-15	0	0	99	0.000
3	Sep-15	0	0	98	0.000
	<b>YTD 2015-16</b>	<b>11</b>	<b>11</b>	<b>98</b>	<b>0.112</b>

(3) CAIDI

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-15	17.0408	0.0204	835.000
2	Aug-15	0.0000	0.0000	0.000
3	Sep-15	0.0000	0.0000	0.000
	<b>YTD 2015-16</b>	<b>18.606</b>	<b>0.118</b>	<b>157.366</b>