



COCHIN PORT AUTHORITY

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Office of the
Deputy Chief Mechanical Engineer (Ele.)
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No. D3/ KSERC/SoP 2024-25 /CoPA/2024

Dt-14/10/2024

To

The Secretary,
Kerala State Electricity Regulatory Commission,
K.P.F.C. Bhavanam, C.V. Raman Pillai Road,
Vellayambalam, Thiruvananthapuram – 695010.

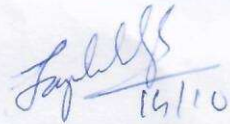
Sir,

Sub:-Submission of Standards of Performance for Quarter-2 FY 2024-25- reg.

Soft copy of the SoP of Cochin Port Authority for second quarter of the FY 2024-25 have been sent by email on 14/10/2024. The hard copies of the reports are forwarded herewith.

Yours faithfully

Encl : As above


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Executive Engineer(Ele)

Name of DISCOM : Cochin Port Authority

Period : July 2024 to Sept 2024

ANNEXURE-I (REPORTING FORMATS- GUARANTEED STANDARDS)

(See regulation 19)

- The following format shall be used by licensee for reporting the performance levels for guaranteed standards on a quarterly basis to the Commission:

Sl.No.	Guaranteed standard Parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)			Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	
1.	Normal fuse off	Urban areas	45	45	45	45	0	0
		Rural areas						
		Difficult areas						
2.	Overhead Line/Cable breakdowns	Urban areas	50	50	50	50	0	0
		Rural areas						
		Difficult areas						
3.	Under ground cable break down	Urban areas	4	4	4	4	0	0
		Rural areas						
		Difficult areas						
4.	Distribution Transformer Failure	Urban areas	0	0	0	0	0	0
		Rural areas						
		Difficult areas						

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Sl.No.	Guaranteed standard Parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
5.	Period of scheduled outages	0	0	0	0	0	0	0	0
6.	Voltage fluctuations in case no expansion / augmentation of network required	0	0	0	0	0	0	0	0
7.	Voltage fluctuations in case expansion / augmentation of network required	0	0	0	0	0	0	0	0

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Name of DISCOM

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Period Seond Quarter FY 2024-25 (July 2024 to Sep 2024)

Sl. No.	Month		C _i = Total number of momentary interruptions (each less than or equal to 5	N _i = Total number of consumers served (1)	= (C _i * N _i) for all 11kV feeders excluding agricultural feeders	MAIFI= (2) / (1)
		Nr i = Connected consuers of i th feeder affected each interruption	minutes) on i th feeder for the month		(2)	
1	NTRO KV	2	1	1225	2	0.0016
2	UTL	318	3	1225	954	0.7788
3	Q9-3	5	3	1225	15	0.0122
4	Q9-2	315	5	1225	1575	1.2857
5	PENNA	1	1	1225	1	0.0008
6	MH	5	1	1225	5	0.0041

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NAME OF DISCOM

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Period

Second Quarter FY 2024-25 (July 2024 to Sep 2024)

Sl. No.	Feeder Name	Nr i = Connected consumers of i th feeder affected each interruption	Bi = duration of interruption in that feeder in minute	Ni = Total number of consumers served (1)	(Bi* Ni) for all 11kV feeders excluding agriculture feeders (2)	SAIDI= (2) / (1)
1	NTRO KV	2	193	1225	386	0.3151
3	UTL	318	78	1225	24804	20.2482
4	ALL FEEDERS	1288	72	1225	92736	75.7029
5	Q9-3	5	4	1225	20	0.0163
6	Q9-2	305	11	1225	3355	2.7388
7	MH	5	11	1225	55	0.0449



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NAME OF DISCOM COCHIN PORT AUTHORITY
Period Second Quarter 2024-25 (July 2024 to Sep 2024)

Sl. No.	Feeder name	Nr i = Connected consumers of i th feeder affected each interruption	A _i = Total number of sustained interruptions (each longer than 5 minutes) on i th feeder for the month	N _t = Total number of consumers served (1)	= (A _i * N _i) for all 11kV feeders excluding agriculture feeders (2)	SAIFI= (2) / (1)
1	NTRO KV	2	2	1225	4	0.0033
2	PENNA	1	3	1225	3	0.0024
3	ALL FEEDERS	1288	3	1225	3864	3.1543
4	UTL	318	1	1225	318	0.2596
5	MH FEEDER	5	1	1225	5	0.0041


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2. The quarterly information regarding faulty meters shall be submitted by licensee in the following format:

No. of faulty meters at the start of the quarter	No. of faulty meters detected during the quarter	Total no. of faulty meters	No. of meters rectified/ replaced	No. of faulty meters pending at the end of the quarter
0	6	6	6	0


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12	Adherence to time lines specified for,- a) New connection b) Temporary Connection c) Seasonal connection d) Enhancement or reduction of connected load or contract demand e) Transfer of service connection f) Conversion of service connection g) Shifting of electric line or electrical plant h) Dismantling and removal of electric line or electrical plant which are not in use i) Change of category as specified in Kerala Electricity Supply Code, 2014	0 0 0 0	16 4 0 3	16 4 0 3	16 4 0 3	0 0 0 0	0 0 0 0	0 0 0 0
13	Adherence to time lines specified for,- a) Resolution of grievances relating to disputed bills b) Disconnection of supply on the request of consumer c) Refund of security deposit on termination of service	0 0	12 12	12 12	12 12	0 0	0 0	0 0

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Sl.No.	Overall standard Parameter	Number of complaints pending at the start of the quarter(A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
6.	Period of scheduled outages	0	0	0	0	0
7.,	Rectification of voltage variations with in seven days where no expansion or enhancement of network is required	0	0	0	0	0
8.	Rectification of voltage variations with in one hundred and twenty days where upgradation of distribution system is required	0	0	0	0	0
9.,	Inspection, checking and rectification of defects of meter except replacement within five working days of receipt of complaint	0	0	0	0	0
10.	Replacement of defective LT meter owned by the licensee within seven working days of the detection of defects	0	6	6	6	0
11.	Replacement of defective HT meter owned by the licensee within seven working days of the detection of defects	0	0	0	0	0

ANNEXURE-II (REPORTING FORMATS- OVERALL STANDARDS)

(See regulation 19)

- Licensee shall furnish the information with respect to the overall standards every quarter to the Commission in the following format:

Name of DISCOM : Cochin Port Trust
Quarter : July 2024 to Sept 2024

Overall standards reference no.	Overall standard parameter	Number of complaints pending at the start of the quarter (A)	Total No. of complaints filed by the consumers in this quarter (B)	Total No. of complaints C= (A+B)	Total No. of complaints redressed within the stipulated time for Overall standards	Number of complaints pending at the end of the quarter
1.	Normal fuse off	Urban areas	45	45	45	0
		Rural areas				
		Difficult areas				
2.	Overhead Line/Cable Breakdowns	Urban areas	50	50	50	0
		Rural areas				
		Difficult areas				
3.	Underground Cable Breakdowns	Urban areas	4	4	4	0
		Rural areas				
		Difficult areas				
4.	Distribution Transformer Failures	Urban areas	0	0	0	0
		Rural areas				
		Difficult areas				
5.	Reconnection of Supply following disconnection due to non-payment of bills	Urban areas	70	70	70	0
		Rural areas				
		Difficult areas				



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3. The quarterly information regarding the compensation shall be submitted by licensee to the Commission in the following format for individual complaints where compensation has been paid:
- No Complaints received for compensation during this quarter

S. No.	Complaint number	Date of filing of Complaint	Consumer number	Name and Address of consumer	Nature of complaint	Reference to Guaranteed standard	Amount of Compensation paid (Rs.)	Date of payment of Compensation
1	0	0	0	0	0	0	0	0
2	0	0	0	0	0	0	0	0
3	0	0	0	0	0	0	0	0


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2. With respect to the call centres following format shall be used by licensee for reporting the quarterly performance:

Guaranteed standard Reference No.	Guaranteed standard parameter	Response to the calls (No.) 99	
		Within stipulated time	More than stipulated time
1.	First response against consumer call	99	0
2.	Registration of Consumer Call and issue of complaint Number	Nil	Nil



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Sl.No.	Guaranteed standard Parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)				Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	Total complaints redressed	
14.	New connection/ additional load where supply can be provided from existing network	0	16	16	16	16	0	16	0
15.	New connection/ additional load where supply can be provided after extension/augmentation of network	0	0	0	0	0	0	0	0
16.	Erection of substation to extend supply	0	0	0	0	0	0	1	0
17.	Transfer of ownership	0	1	1	1	1	0	0	0
18.	Change of category	0	0	0	0	0	0	0	0



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Sl.No.	Guaranteed standard parameter	Previous quarter pending complaints (No.)	Complaints received in the quarter (No.)	Total complaints (No.)	No. of complaints redressed in the quarter (No.)			Pending complaints (No.)
					Within OS standards	Within GS stipulated time	More than the stipulated time	
8.	Voltage fluctuations in case erection of substation required	0	0	0	0	0	0	0
9.	Meter Reading	0	0	0	0	0	0	0
10.	Urban areas	0	0	0	0	0	0	0
	Rural areas							
	Difficult areas							
11.	Urban areas	0	6	6	6	6	0	0
	Rural areas	Not applicable						
	Difficult areas							
12.	Urban areas	0	0	0	0	0	0	0
	Rural areas							
	Difficult areas							
13.	Shifting of meter/service line	0	4	4	4	4	0	0


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