

# The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

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Director (Tariff)  
Dy. Director (S. Rukade)  
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MUMBAI - 400 001. Shi. Kulkarni

ADDRESS ALL COMMUNICATION BY TITLE  
NOT BY NAME

OUR REF. : CER/DCER/Corr 1(1)/130 /2015

DATE : 1 OCT 2015

To,  
The Secretary,  
Maharashtra Electricity Regulatory Commission,  
13<sup>th</sup> Floor, World Trade  
Centre Centre No. 1,  
Cuffe Parade Colaba,  
Mumbai - 400 005



Sub.: Reporting of Regulatory compliance/parameters as set out in Revised  
MERC (Standard of Performance of Distribution License, Period for  
giving supply & Determination of compensation) Regulations, 2014.  
- Quarter I Report.

Ref.: MERC SoP Regulations, 2014 dtd.20 /05/2014.

Sir,

As stipulated in Regulation 10.3 & 13 in MERC (Standard of Performance of Distribution License, Period for Giving Supply & Determination of Compensation) Regulations 2014, we are forwarding herewith the information regarding the Regulatory Compliances / parameters for the Quarter I of FY 2015-16. The delay in submission of information is regretted please.

Thanking you,

Encl.: Annexure (I to IV) (Total -5 Pages)

Yours faithfully,

(R. D. Patsute.)  
Chief Engineer  
Regulatory

**"BEST Travel Saves Fuel"**

**B. E. S. & T. UNDERTAKING**

Annexure - I

Standards of Performance Level by the Distribution Licensee

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

April 2015 to June 2015

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complaints in current Qtr.	Total Cases / Complaints	No. of Cases/complaints addressed			Pending Cases / Complaints at end of Qtr.
							Within Standards of performance	More than stipulated time	Total Cases/ 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	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	35	10090	10125	20	10074	51	
2	4.4	Intimation of charges where supply from existing lines	Fifteen (15) days for Class I Cities/Urban Areas and Twenty (20) days for Rural Areas	143	8331	8474	362	8258	216	
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	149	235	384	10	207	177	
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	36	6538	6574	41	6435	139	
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	17	434	451	4	402	49	
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	8	8	0	8	0	
7	4.12	Shifting of Meter/Service Line	Seven (7) days for Class I Cities/Urban Areas and Fifteen (15) days for Rural Areas after receipt of necessary clearances and charges	17	204	221	1	221	0	
8	6.10	Reconnection of supply after payment of dues	Eight (8) hours for Class I cities, Twenty Four (24) hours for Urban areas and Two (2) days for Rural areas	0	1838	1838	5	1838	0	
9	4.13	Change of Name	Second billing cycle	32	7782	7814	0	7573	241	
10	4.13	Change of Category	Second billing cycle	16	545	561	0	548	13	
11	5.4(a)	Complaint of Voltage Variation - Local Fault	within 2 days	0	0	0	0	0	0	
12	5.4(b)	Complaint of Voltage Variation -	within 10 days	0	0	0	0	0	0	
13	5.4(c)	Complaints of Voltage Variation - Expansion/augmentation required	within 120 days	0	0	0	0	0	0	

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complaints in current Qtr.	Total Cases / Complaints	No. of Cases/complaints addressed			Pending Cases / Complaints at end of Qtr.
							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed	
14	6.1	Fuse off call	Three (3) hours for Class I cities, Four (4) hours for Urban areas and Eighteen (18) hours for Rural areas	0	25632	25632	25412	220	25632	0
15	6.2	Break down of Over head Line	Four (4) hours for Class I cities, Six (6) hours for Urban areas and Twenty Four (24) hours for Rural areas	0	0	0	0	0	0	0
16	6.3	Underground Cable fault	Eight (8) hours for Class I cities, Eighteen (18) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	3053	3053	2948	105	3053	0
17	6.4	Transformer failure	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	5	5	5	0	5	0
18	7.2	Meter Reading	Once in every two months	0	2361935	2361935	2361935	0	2361935	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	5967	12590	18557	12663	190	12853	5704
20	7.4	Replacement of Burnt Meter	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	2279	2279	2211	68	2279	0
21	7.6,7.7	Billing Complaint	During subsequent billing cyc	2867	5119	7986	4921	148	5069	2917

**B. E. S. & T. UNDERTAKING**

Annexure -II

Report of individual complaints where Compensation has been paid  
Format for quarterly return to be submitted to the Commission by the Distribution Licensee

April 2015 to June 2015								
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
2								
3								
4								
5								
6								
7								

nil

NOTE -The report shall be prepared as per category of item for which the compensation is paid for non-observance of Standards of

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**Annexure - III**

**Report of action on Faulty Meters (1 Phase /3 Phase)**

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

**April 2015 to June 2015**

Sr.No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter (Nos)	Fault Meters added during Quarters (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	BEST Undertaking	SoP clause 7.3	5967	12590	18557	12853	5704

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Annexure - IV

Performance Report regarding Reliability Indices

Format for Quarterly (APR-15 to JUN-15) Returns to be submitted to the Commission by the Distribution Licensee

(i) System Average Interruption Duration Index (SAIDI)

April 2015 to June 2015

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on ith Feeder	Ri = Restoration Time for each interruption event on ith Feeder	Nt = Total No. of consumers of the Distribution Licensee area	Sum (Ri X Ni) for all Feeders excluding agri. Feeders	SAIDI = (6) / (5)
	2	3	4	5	6	7
1	Apr-15	349486	30.64	1010899	10707498	10.59
2	May-15	247998	30.72	1010899	7618551	7.54
3	Jun-15	474586	34.28	1010899	16268816	16.09
	Total	1072070	32.27	1010899	34594865	34.22

(ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on ith Feeder	Sum of Consumers of ith feeder which had experienced interruptions = Sum Ni	Nt = Total No. of consumers of the Distribution Licensee area	SAIFI = (4) / (5)
	2	3	4	5	6
1	Apr-15	349486	349486	1010899	0.35
2	May-15	247998	247998	1010899	0.25
3	Jun-15	474586	474586	1010899	0.47
	Total	1072070	1072070	1010899	1.07

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Apr-15	10.59	0.35	30.26
2	May-15	7.54	0.25	30.16
3	Jun-15	16.09	0.47	34.23
	Total	34.22	1.07	31.98