

# The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

2859/C

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OUR REF. : CER/DCER/Corr 1(1)/ 28 /2016

DATE : 08 FEB 2016

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 III 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 III of FY 2015-16.

Thanking you,

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

Yours faithfully,

(R. D. Patsute.)  
Chief Engineer  
(Regulatory)

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

Standards of Performance Level by the Distribution Licensee  
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

Annexure -I

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		
	a	b	c	d	e	f=g+h	g	h	i=j+k	
1	4.3	New Connection - inspection of premises	Seven (7) days for Class I/Cities/Urban Areas and Ten (10) days for Rural Areas	29	11241	11270	11033	6	11039	231
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	117	9167	9284	8839	40	8879	405
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	120	300	420	260	33	293	127
4	4.7	New connection /acc. Load where supply from existing line.	One (1) month	65	6655	6720	6316	372	6688	32
5	4.8	New connection/acc. Load where supply after extension augmentation	Three (3) months	0	278	278	229	49	278	0
6	4.9	New connection / acc. Load where supply after commissioning of sub-station	One (1) year	0	0	0	0	0	0	0
7	4.12	Shifting of Meter/Service Line	Seven (7) days for Class I/Cities/Urban	0	178	178	178	0	178	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	955	955	952	3	955	0
9	4.13	Change of Name	Second billing cycle	63	5787	5850	6673	6	6679	171
10	4.13	Change of Category	Second billing cycle	24	489	513	470	1	471	42

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Annexure -I

Standards of Performance Level by the Distribution Licensee  
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

October 2015 to December 2015 (Q- III)

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	
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 - Net work	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
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	17808	17808	70	17808	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
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	1628	1628	29	1628	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	6	6	0	6	0
18	7.2	Meter Reading	Once in every two months	0	2709382	2709382	0	2709382	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	11914	10294	22208	116	15102	6990
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	1280	1280	31	1280	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3116	11137	14253	139	8305	5809

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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

**October 2015 to December 2015 (Q- III)**

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 Performance

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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  
October 2015 to December 2015 (Q- III)

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/r eplaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	11914	10294	22208	15218	6990

1

B. E. S. & T. UNDERTAKING

Annexure - IV

Performance Report regarding Reliability Indices  
Format for Quarterly Returns to be submitted to the Commission by the Distribution Licensee

(i) System Average Interruption Duration Index (SAIDI)

October 2015 to December 2015 (Q- III)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Ri = Restoration Time for each interruption event on i <sup>th</sup> Feeder	Nt = Total No. of consumers of the Distribution Licensee area	Sum (R <sub>i</sub> X Ni) for all Feeders excluding agri. Feeders	SAIDI = (6) / (5)
2		3	4	5	6	7
1	Oct-15	293515	31.27	1010899	9176799	9.08
2	Nov-15	210043	25.29	1010899	5311619	5.25
3	Dec-15	146389	23.73	1010899	3473184	3.44
	Total	649947	80.28	1010899	17961602	17.77

(ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Sum of Consumers of i <sup>th</sup> 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	Oct-15	293515	293515	1010899	0.29
2	Nov-15	210043	210043	1010899	0.21
3	Dec-15	146389	146389	1010899	0.14
	Total	649947	649947	1010899	0.64

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Oct-15	9.08	0.29	31.31
2	Nov-15	5.25	0.21	25.00
3	Dec-15	3.44	0.14	24.57
	Total	17.77	0.64	27.77