

*The Brihan Mumbai Electric Supply & Transport Undertaking*

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

10.11  
Director (Tariff)  
Dy. Director (S. R. Trade)

2469/C

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OUR REF. : CER/DCER/Corr 1(1)/ 154 /2015

9 NOV 2015  
DATE 9 NOV 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

10/11

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 II 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 II 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)**

**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

Sr.No.	SOP Regulation -No.	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complaints in current Qtr.	Total Cases / Complaints	July 2015 to August 2015 (Q-II)			Pending Cases / Complaints at end of Qtr.	
							No. of Cases/complaints addressed				
							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	51	9946	9997	9961	7	9968	29	
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	216	8384	8600	8375	108	8483	117	
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	177	309	486	333	33	366	120	
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	139	6504	6643	5301	1277	6578	65	
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	49	249	298	122	176	298	0	
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	1	1	1	0	1	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	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	1295	1295	1288	7	1295	0	
9	4.13	Change of Name	Second billing cycle	241	6972	7213	7144	6	7150	63	
10	4.13	Change of Category	Second billing cycle	13	721	734	710	0	710	24	
11	5.4(a)	Complaint of Voltage Variation -Local Fault	within 2 days	0	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	0	

**Standards of Performance Level by the Distribution Licensee  
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							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
13	5.4(c)	Complaints of Voltage Variation - Expansion/augmentation required	within 120 days	0	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	22082	22082	21972	110	22082	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	2420	2420	2405	15	2420	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	8	8	8	0	8	0
18	7.2	Meter Reading	Once in every two months	0	2825691	2825691	2825691	0	2825691	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	5704	9338	15042	3076	52	3128	11914
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	2169	2169	2066	103	2169	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2917	9301	12218	8971	131	9102	3116

**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

**July 2015 to August 2015(Q-II)**

Sr.N o.	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**

**July 2015 to August 2015(Q-II)**

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	5704	9338	15042	3128	11914

**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)**

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on <sup>i</sup> <sup>th</sup> Feeder	Ri = Restoration Time for each interruption event on <sup>i</sup> <sup>th</sup> Feeder	Nt = Total No. of consumers of the Distribution Licensee area	Sum (Ri X Ni) for all Feeders excluding agri. Feeders	SAIDI = (6) / (5)
						July 2015 to August 2015(Q-II)
	2	3	4	5	6	7
1	Jul-15	313770	38.75	1010899	12158129	12.03
2	Aug-15	275333	31.15	1010899	8575936	8.48
3	Sep-15	228035	35.17	1010899	8019572	7.93
	<b>Total</b>	<b>817138</b>	<b>105.06</b>	<b>1010899</b>	<b>28753637</b>	<b>28.44</b>

**(ii) System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on <sup>i</sup> <sup>th</sup> Feeder	Sum of Consumers of <sup>i</sup> <sup>th</sup> feeder which had experienced interruptions = Sum Ni	Nt = Total No. of consumers of the Distribution Licensee area	SAIFI = (4) / (5)
1	Jul-15	313770	313770	1010899	0.31
2	Aug-15	275333	275333	1010899	0.27
3	Sep-15	228035	228035	1010899	0.23
	<b>Total</b>	<b>817138</b>	<b>817138</b>	<b>1010899</b>	<b>0.81</b>

**(iii) Consumer Average Interruption Duration Index (CAIDI)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-15	12.03	0.31	38.81
2	Aug-15	8.48	0.27	31.41
3	Sep-15	7.93	0.23	34.48
	<b>Total</b>	<b>28.44</b>	<b>0.81</b>	<b>35.11</b>