

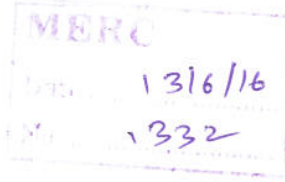
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# The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

*15-6-16*  
**Director (Tariff)**  
**Dy Director (S.Rokade)**

TELEPHONE : (022) 22856262  
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BEST BHAVAN,  
BEST MARG,  
POST BOX NO. 192.  
MUMBAI - 400 001.

ADDRESS ALL COMMUNICATION BY TITLE  
NOT BY NAME

OUR REF. : CER/DCER/Corr 1(1)/ *95* /2016

DATE : *13 JUN 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

*15/6*

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 IV of FY 2015-16 and Entire Year 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 IV and Entire FY 2015-16. The delay in submission of information is regretted please.

Thanking you,

Encl.: Annexures ( I to IV)  
(Total -10 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

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complaints in current Qtr.	Total Cases / Complaints	January 2016 to March 2016 (Q-IV)			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	l=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	231	12473	12704	12347	9	12356	348
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	405	10691	11096	10385	14	10399	697
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	127	295	422	313	14	327	95
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	32	6815	6847	6608	115	6723	124
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	172	172	171	1	172	0
6	4.9	New connection / add. 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 Areas and Fifteen (15) days for Rural Areas after receipt of necessary clearances and charges	0	146	146	146	0	146	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	1292	1292	1281	11	1292	0
9	4.13	Change of Name	Second billing cycle	171	8317	8488	7841	11	7852	636
10	4.13	Change of Category	Second billing cycle	42	652	694	662	0	662	32
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

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**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	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	l=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	
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	12752	12752	33	12752	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	1466	1466	11	1466	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	0	5	0	
18	7.2	Meter Reading	Once in every two months	0	2888119	2888119	0	2888119	0	
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	6990	15999	22989	150	22675	314	
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	1216	1216	0	1216	0	
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	5809	5121	10930	368	6709	3853	

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

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

January 2016 to March 2016 (Q-IV)								
Sr.N	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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**B. E. S. & T. UNDERTAKING**

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**

**January 2016 to March 2016 (Q-IV)**

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	6990	15999	22989	22675	314

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**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> th Feeder	Ri = Restoration Time for each interruption event on <sup>i</sup> th Feeder	Nt = Total No. of consumers of the Distribution Licensee area	January 2016 to March 2016 (Q-IV)	
					Sum (Ri X Ni) for all Feeders excluding agri. Feeders	SAIDI = (6) / (5)
2		3	4	5	6	7
1	Jan-16	201890	28.71	1010899	5795765	5.73
2	Feb-16	277803	26.99	1010899	7497780	7.42
3	Mar-16	290816	23.33	1010899	6783312	6.71
	Total	770509	79.02	1010899	20076857	19.86

(ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on <sup>i</sup> th Feeder	Sum of Consumers of <sup>i</sup> th 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	Jan-16	201890	201890	1010899	0.20	
2	Feb-16	277803	277803	1010899	0.27	
3	Mar-16	290816	290816	1010899	0.29	
	Total	770509	770509	1010899	0.76	

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jan-16	5.73	0.20	28.65
2	Feb-16	7.42	0.27	27.48
3	Mar-16	6.71	0.29	23.14
	Total	19.86	0.76	26.13

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

Annexure - I

**Standards of Performance Level by the Distribution Licensee  
Format for Quarterly/Yearly 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 Year)	Cases / Complaints in Year	Total Cases / Complaints	No. of Cases/complaints addressed			Pending Cases / Complaints at end of Year
							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	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	43750	43785	43395	42	43437	348
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	36573	36716	35495	524	36019	697
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	149	1139	1288	1103	90	1193	95
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	36	26512	26548	24619	1805	26424	124
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	17	1133	1150	920	230	1150	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	9	9	9	0	9	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	706	723	722	1	723	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	5380	5380	5354	26	5380	0
9	4.13	Change of Name	Second billing cycle	32	29858	29890	29231	23	29254	636
10	4.13	Change of Category	Second billing cycle	16	2407	2423	2390	1	2391	32
11	5.4(e)	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

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**Standards of Performance Level by the Distribution Licensee  
Format for Quarterly/Yearly 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 Year)	Cases / Complaints in Year	Total Cases / Complaints	No. of Cases/complaints addressed			Pending Cases / Complaints at end of Year
							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	l=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	78274	78274	77841	433	78274	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	8567	8567	8407	160	8567	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	24	24	24	0	24	0
18	7.2	Meter Reading	Once in every two months	0	10785127	10785127	10785127	0	10785127	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	5967	48221	54188	53366	508	53874	314
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	6944	6944	6742	202	6944	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2867	30678	33545	28906	786	29692	3853



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

Annexure -II

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

April 2015 to March 2016								
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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**B. E. S. & T. UNDERTAKING**

**Annexure - III**

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

**Format for Quarterly/Yearly return to be submitted to the Commission by the Distribution Licensee**

**April 2015 to March 2016**

Sr.N o.	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	5967	48221	54188	53874	314

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

Annexure - IV

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

(i) System Average Interruption Duration Index (SAIDI)

April 2015 to March 2016

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 (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
4	Jul-15	313770	38.75	1010899	12158129	12.03
5	Aug-15	275333	31.15	1010899	8575936	8.48
6	Sep-15	228035	35.17	1010899	8019572	7.93
7	Oct-15	293515	31.27	1010899	9176799	9.08
8	Nov-15	210043	25.29	1010899	5311619	5.25
9	Dec-15	146389	23.73	1010899	3473184	3.44
10	Jan-16	201890	28.71	1010899	5795765	5.73
11	Feb-16	277803	26.99	1010899	7497780	7.42
12	Mar-16	290816	23.33	1010899	6783312	6.71
Total		3309664	360.00	1010899	101386961	100.29

(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	Apr-15	349486	349486	1010899	0.35
2	May-15	247998	247998	1010899	0.25
3	Jun-15	474586	474586	1010899	0.47
4	Jul-15	313770	313770	1010899	0.31
5	Aug-15	275333	275333	1010899	0.27
6	Sep-15	228035	228035	1010899	0.23
7	Oct-15	293515	293515	1010899	0.29
8	Nov-15	210043	210043	1010899	0.21
9	Dec-15	146389	146389	1010899	0.14
10	Jan-16	201890	201890	1010899	0.20
11	Feb-16	277803	277803	1010899	0.27
12	Mar-16	290816	290816	1010899	0.29
Total		3309664	3309664	1010899	3.28

(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
4	Jul-15	12.03	0.31	38.81
5	Aug-15	8.48	0.27	31.41
6	Sep-15	7.93	0.23	34.48
7	Oct-15	9.08	0.29	31.31
8	Nov-15	5.25	0.21	25.00
9	Dec-15	3.44	0.14	24.57
10	Jan-16	5.73	0.20	28.65
11	Feb-16	7.42	0.27	27.48
12	Mar-16	6.71	0.29	23.14
Total		100.29	3.28	30.58

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