The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

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BEST BHAVAN,
BEST MARG,
POST BOX NO. 192.
MUMBAI - 400 001.

Director (Tech)
22.1.15
Dy Director (Balu Vyak)
Dosh. Rari Kadar,
Asst. Director
pl. put up

MERC
Date 22/1/15
No. 6475

OUR REF. : CER/DCER/Corr 1(1)/ 11 /2015

DATE : 21 JAN 2015

To,
The Secretary,
Maharashtra Electricity Regulatory Commission,
13th 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.

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 & Quarter II of FY 2014-15, please. The delay in submission of information is regretted please.

Thanking you,

Encl.: Annexure (I to IV)
(Total 8 Pages)

Yours faithfully,

21/1/15

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

Annexure -I

Standards of Perfomrance Level by Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)

April 2014- to June 2014

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending complaint Nos. (previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of compaints addressed			Pending complaints at end of Qtr.
							Within Standards of performance	More than stipulated time	Total 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	22	8333	8355	7989	122	8111	244
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	89	7832	7921	6811	784	7595	326
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	0	198	198	181	7	188	10
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	9	5402	5411	5169	6	5175	236
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	125	519	644	547	0	547	97
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	23	23	18	0	18	5
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 clearences and charges	0	156	156	128	10	138	18
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	691	691	684	0	684	7
9	4.13	Change of Name	Second billing cycle	21	7759	7780	7675	3	7678	102
10	4.13	Channge of Category	Second billing cycle	11	809	820	742	48	790	30
11	5.4(a)	Complaint of Voltage Varation -Local Fault	within 2 days	0	0	0	0	0	0	0

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12	5.4(b)	Complaint of Voltage Varaiation -Net work	within 10 days	0	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	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	1	20894	20895	20890	5	20895	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	2265	2265	2265	0	2265	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	9	9	9	0	9	0
18	7.2	Meter Reading	Once in every two months	0	2823357	2823357	2820533	2824	2823357	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	1888	10665	12553	7796	0	7796	4757
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	1782	1782	1782	0	1782	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	5814	7724	13538	7617	566	8183	5355

Annexure -II

Report of individual complaints where Compensation has been paid by Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)

April 2014- to June 2014

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	NIL							
3								
4								
5								
6								
7								

Annexure - III

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

Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)

April 2014- to June 2014

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
	BEST Undertaking	SoP clause 7.3	1888	10665	12553	7796	4757
			0	0	0	0	0
			0	0	0	0	0
			0	0	0	0	0
			0	0	0	0	0
			0	0	0	0	0

Annexure - IV

Performance Report regarding Reliability Indices

Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)

(1) System Average Interupption Duration Index (SAIDI)

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i^{th} feeder	Ri = Restoration time for each interruption event on i^{th} feeder	Nt = Total number of consumers of the distribution Licensees area	Sum(Ri*Ni) for all feeders (excluding agri. Feeders)	SAIDI = (6)/(5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	APRIL	310770	27.48	1020353	8538876	8.37
2	MAY	286623	24.18	1020353	6930738	6.79
3	JUNE	286505	27.30	1020353	7822515	7.67
	Total	883898	26.32	1020353	23292129	22.83

(2) System Average Interupption Frequency Index (SAIFI)

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i^{th} feeder	Sum of consumers of i^{th} feeders which had experienced interruptions = Sum Ni	Nt = Total number of consumers of the distribution Licensees area	SAIFI = (4) / (5)
(1)	(2)	(3)	(4)	(5)	(6)
1	APRIL	310770	310770	1020353	0.30
2	MAY	286623	286623	1020353	0.28
3	JUNE	286505	286505	1020353	0.28
	Total	883898	883898	1020353	0.87

(3) Consumer Average Interupption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
(1)	(2)	(3)	(4)	(5)
1	APRIL	8.37	0.30	27.90
2	MAY	6.79	0.28	24.25
3	JUNE	7.67	0.28	27.39
	Total	22.83	0.87	26.51

Annexure -I

Standards of Perfomrance Level by the Distribution Licensee

Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)

July 2014 to September 2014

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending complaint Nos. (previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of compaints addressed			Pending complaints at end of Qtr.
							Within Standards of performance	More than stipulated time	Total 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	244	9492	9736	9699	5	9704	32
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	326	9425	9751	9582	103	9685	66
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	10	354	364	335	19	354	10
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	236	5199	5435	5311	5	5316	119
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	97	1089	1186	852	59	911	275
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	5	0	5	5	0	5	0
7	4.12	Shifting of Meter/Service Lin	Seven (7) days for Class I Cities/Urban Areas and Fifteen (15) days for Rural Areas after receipt of necessary clearences and charges	18	233	251	216	0	216	35

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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	7	1202	1209	1203	4	1207	2
9	4.13	Change of Name	Second billing cycle	102	7550	7652	7637	1	7638	14
10	4.13	Channge of Category	Second billing cycle	30	918	948	932	0	932	16
11	5.4(a)	Complaint of Voltage Varation -Local Fault	within 2 days	0	0	0	0	0	0	0
12	5.4(b)	Complaint of Voltage Varaiation -Net work	within 10 days	0	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	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	23565	23565	23367	198	23565	0
15	6.2	Break down of Over head Lin	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	3131	3131	3112	19	3131	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	2820616	2820616	2817406	3210	2820616	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	4757	12317	17074	11232	0	11232	5842
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	2769	2769	2768	1	2769	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	5355	11718	17073	9340	1346	10686	6387

Annexure -II

Report of individual compolaints where Compensation has been paid

Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)

July 2014 to September 2014

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	NIL							
3								
4								
5								
6								
7								

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

Annexure - III

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

Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)
July 2014 to September 2014

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
	BEST Undertaking	SoP clause 7.3	4757	12317	17074	11232	5842

Annexure - IV

Performance Report regarding Reliability Indices

Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarterly Report)

(1) System Average Interupption Duration Index (SAIDI)

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i^{th} feeder	Ri = Restoration time for each interruption event on i^{th} feeder	Nt = Total number of consumers of the distribution Licensees area	Sum(Ri*Ni) for all feeders (excluding agri. Feeders)	SAIDI = (6)/(5)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
4	JULY	412110	31.63	1020353	13037081	12.78
5	AUGUST	357111	30.53	1020353	10902648	10.69
6	SEPTEMBER	371924	21.35	1020353	7939544	7.78
	Total	1141145	27.84	1020353	31879273	31.24

(2) System Average Interupption Frequency Index (SAIFI)

Sr.No.	Month	Ni = Number of consumers who experienced a sustained interruption on i^{th} feeder	Sum of consumers of i^{th} feeders which had experienced interruptions = Sum Ni	Nt = Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
(1)	(2)	(3)	(4)	(5)	(6)
4	JULY	412110	412110	1020353	0.40
5	AUGUST	357111	357111	1020353	0.35
6	SEPTEMBER	371924	371924	1020353	0.36
	Total	1141145	1141145	1020353	1.12

(3) Consumer Average Interupption Duration Index (CAIDI)

Sr.No.	Month	SAIDI	SAIFI	SAIDI/SAIFI
(1)	(2)	(3)	(4)	(5)
4	JULY	12.78	0.40	31.95
5	AUGUST	10.69	0.35	30.54
6	SEPTEMBER	7.78	0.36	21.61
	Total	31.24	1.12	28.03