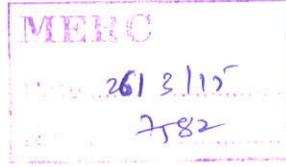


The Brihan Mumbai Electric Supply & Transport Undertaking
(OF THE BRIHAN MUMBAI MAHANAGAR PALIKA)

Dy. Director (Balu Ugle)
27/03/2015
P. Sh. Ravi Kadam
Asst Director
PL. PROCEN
24/03/15

TELEPHONE : (022) 22856262
FAX : (022) 22851244
TELEX : 1185755 BEST IN
TELEGRAM : BEST, MUMBAI-400 001.



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

ADDRESS ALL COMMUNICATION BY
TITLE NOT BY NAME

DATE : **26 MAR 2015**

Our Ref. : CER/DCER/Corr 1(1)/ 52 /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.
-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 2014-15. The delay in submission of information is regretted please.

Thanking you,

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

Yours faithfully,

26/3/15
(R. D. Patsute.)
Chief Engineer
(Regulatory)

Annexure - III
 Report of action on Faulty Meters (1 Phase /3 Phase)
 Standards of Performance Level by Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarter III Report)
 October 2014 to December 2014

| 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/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 | 5842 | 15680 | 21522 | 16019 | 5503 |

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Annexure -II

Report of individual complaints where Compensation has been paid

**Standards of Performance Level by Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarter III Report)
October 2014 to December 2014**

| 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 .

Signature
8/12/14



Annexure - I
Standards of Performance Level by the Distribution Licensee
Standards of Performance Level by Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarter III Report)

| 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 | 32 | 7964 | 7996 | 7962 | 5 | 7967 | 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 | 66 | 7117 | 7183 | 7134 | 16 | 7150 | 33 |
| 3 | 4.5 & 4.6 | Intimation of charges where supply to dedicated or after extension/augmentation. | Thirty (30) days | 10 | 242 | 252 | 193 | 1 | 194 | 58 |
| 4 | 4.7 | New connection /add. Load where supply from existing line. | One (1) month | 119 | 5229 | 5348 | 5311 | 7 | 5318 | 30 |
| 5 | 4.8 | New connection/add. Load where supply after extension augmentation | Three (3) months | 275 | 794 | 1069 | 985 | 84 | 1069 | 0 |
| 6 | 4.9 | New connection / add. Load where supply after commissioning of sub-station | One (1) year | 0 | 4 | 4 | 4 | 0 | 4 | 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 | 35 | 144 | 179 | 179 | 0 | 179 | 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 | 2 | 1309 | 1311 | 1311 | 0 | 1311 | 0 |
| 9 | 4.13 | Change of Name | Second billing cycle | 14 | 6405 | 6419 | 6404 | 0 | 6404 | 15 |
| 10 | 4.13 | Change of Category | Second billing cycle | 16 | 642 | 658 | 652 | 1 | 653 | 5 |



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2407/10

Annexure -1
Standards of Performance Level by the Distribution Licensee
Standards of Performance Level by Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarter III Report)

| Sr.No. | SOP Regulation No. | Parameters | Stipulated Standards of Performance | October 2014 to December 2014 | | | | | | | | | |
|--------|--------------------|---|---|---|------------------------------------|--------------------------|-----------------------------------|---------------------------|-----------------------------------|--|---|------|---|
| | | | | Pending Cases / Complaint Nos. (previous Quarter) | Cases / Complaints in current Qtr. | Total Cases / Complaints | No. of Cases/complaints addressed | | No. of Cases/complaints addressed | | Pending Cases / Complaints at end of Qtr. | | |
| | | | | | | | Within Standards of performance | More than stipulated time | Total Cases/ Complaints redressed | Total Cases/ Complaints at end of Qtr. | | | |
| a | b | c | d | e | f=d+e | g | h | i=g+h | j=f-i | | | | |
| 11 | 5.4(a) | Complaint of Voltage Variation -Local Fault | within 2 days | 0 | 0 | 0 | 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 | 0 | 0 | 0 |
| 13 | 5.4(c) | Complaints of Voltage Variation - Expansion/augmentation required | within 120 days | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14 | 5.1 | Fuse off call | Three (3) hours for Class I cities, Four (4) hours for Urban areas and Eighteen (18) hours for Rural areas | 0 | 17911 | 17911 | 17889 | 22 | 17911 | 0 | 17911 | 0 | 0 |
| 15 | 6.2 | Breek 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 | 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 | 1913 | 1913 | 1911 | 2 | 1913 | 0 | 1913 | 0 | 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 | 6 | 0 | 6 | 0 | 6 | 0 | 0 |
| 18 | 7.2 | Meter Reading | Once in every two months | 0 | 2826359 | 2826359 | 2823851 | 2508 | 2826359 | 0 | 2826359 | 0 | 0 |
| 19 | 7.3 | Replacement of Faulty Meter | Within subsequent billing cycle | 5842 | 15680 | 21522 | 16013 | 6 | 16013 | 6 | 16019 | 5503 | 0 |
| 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 | 1935 | 1935 | 1935 | 0 | 1935 | 0 | 1935 | 0 | 0 |
| 21 | 7.6,7.7 | Billing Complaint | During subsequent billing cycle | 6387 | 9722 | 16109 | 11029 | 506 | 11029 | 506 | 11635 | 4474 | 0 |

4-2-2015
14

Annexure - IV
Performance Report regarding Reliability Indices
Standards of Performance Level by Brihanmumbai Electricity Supply & Transport (BEST) Undertaking (Quarter III Report)

(i) System Average Interruption Duration Index (SAIDI)

| Sr. No. | Month | Ni = No. of Consumers who experienced a sustained interruption on i th Feeder | Ri = Restoration Time for each interruption event on i th Feeder | Nt = Total No. of consumers of the Distribution Licensee area | Sum (Ri X Ni) for all Feeders excluding agri. Feeders | SAIDI = (6) / (5) |
|---------|--------|--|---|---|---|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 1 | Oct-14 | 260310 | 27.05 | 1020353 | 7041975 | 6.90 |
| 2 | Nov-14 | 320237 | 28.69 | 1020353 | 9189128 | 9.01 |
| 3 | Dec-14 | 305878 | 24.63 | 1020353 | 7533058 | 7.38 |

(ii) System Average Interruption Frequency Index (SAIFI)

| Sr. No. | Month | Ni = No. of Consumers who experienced a sustained interruption on i th Feeder | Sum of Consumers of i th feeder which had experienced interruptions = Sum Ni | Nt = Total No. of consumers of the Distribution Licensee area | SAIFI = (4) / (5) |
|---------|--------|--|---|---|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 |
| 1 | Oct-14 | 260310 | 260310 | 1020353 | 0.26 |
| 2 | Nov-14 | 320237 | 320237 | 1020353 | 0.31 |
| 3 | Dec-14 | 305878 | 305878 | 1020353 | 0.30 |

(iii) Consumer Average Interruption Duration Index (CAIDI)

| Sr. No. | Month | SAIDI | SAIFI | SAIDI / SAIFI |
|---------|--------|-------|-------|---------------|
| 1 | 2 | 3 | 4 | 5 |
| 1 | Oct-14 | 6.90 | 0.26 | 26.54 |
| 2 | Nov-14 | 9.01 | 0.31 | 29.06 |
| 3 | Dec-14 | 7.38 | 0.30 | 24.60 |

