

13/7 *124001*
The Brihan Mumbai Electric Supply & Transport Undertaking
(OF THE BRIHAN MUMBAI MAHANAGAR PALIKA)

Dy. Director (Balu Ugate)
2429ks
Sh. Parikadani
Asst Director
PL put up.

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.

MERC
Date *13/7/15*
No. *1506*

ADDRESS ALL COMMUNICATION BY
TITLE NOT BY NAME

DATE: 10 JUL 2015

Our Ref.: CER/DCER/ 96 /2015

To,
The Secretary,
Maharashtra Electricity Regulatory Commission,
13th Floor, World Trade Centre
Centre No. 1, Cuffe Parade
Colaba, Mumbai – 400 005

13/7

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 no. 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 of FY 2014-15 and entire FY 2014-15. The delay in the submission of information is regretted, please.

Thanking you,

Encl.: Q-IV & Yearly-Annexures (I to IV)

Yours faithfully

[Signature]
(R. D. Patsute)
Chief Engineer
Regulatory

Annexure-1
Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

January 2015 to March 2015

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	29	9992	10021	7	9986	35	
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	33	8721	8754	1	8611	143	
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	58	303	361	8	212	149	
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	30	5499	5529	10	5493	36	
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	398	398	0	381	17	
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	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	121	121	0	104	17	
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	1367	1367	0	1367	0	
9	4.13	Change of Name	Second billing cycle	15	8531	8546	0	8514	32	
10	4.13	Change of Category	Second billing cycle	5	885	890	0	874	16	
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	12241	12241	6	12241	0	

11/26/12

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

January 2015 to March 2015

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.
							f=d+e	g	h	i=g+h	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i	
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	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	1623	1623	1618	5	1623	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	0	0	0	0	0	0	0
18	7.2	Meter Reading	Once in every two months	0	2821786	2821786	2821786	0	2821786	0	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	5503	20118	25621	18748	906	19654	5967	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	1554	1554	1554	0	1554	0	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	4474	5298	9772	6752	153	6905	2867	0
							76424	1096	77520		

Carried forward cases are inclusive of cases received in latter period of quarter and pending within the stipulated compliance period

Handwritten notes:
 242586
 23/04/15
 242586

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

January 2015 to March 2015

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

27/1/15
 2423/5
 SPS
 /
 Jm

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 2015 to March 2015

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	5503	20118	25621	19654	5967

Handwritten notes:
 24/1/15
 24/1/15
 24/1/15
 24/1/15

B. E. S. & T. UNDERTAKING

Annexure - IV

Performance Report regarding Reliability Indices
 Format for Quarterly (JAN-15 to MAR-15) Returns to be submitted to the Commission by the Distribution Licensee
 (i) System Average Interruption Duration Index (SAIDI)

January 2015 to March 2015

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	Jan-15	290302	25.80	1020353	7489839	7.34
2	Feb-15	163680	21.91	1020353	3586113	3.51
3	Mar-15	303966	40.04	1020353	12170294	11.93

(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	Jan-15	290302	290302	1020353	0.28
2	Feb-15	163680	163680	1020353	0.16
3	Mar-15	303966	303966	1020353	0.30

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jan-15	7.34	0.28	26.21
2	Feb-15	3.51	0.16	21.94
3	Mar-15	11.93	0.30	39.77

27/12/15
 31/12/15

24/10/15

BEST UNDERTAKING

Annexure - I
Standards of Performance Level.
Yearly Format Return to be submitted to the Commission.

April 2014 to March 2015

FY 2014-15

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases/Complaint Nos. (previous year)	Cases/Complaints in current year.	Total Cases/Complaints	No. of complaints addressed			Pending complaints at end of year
							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	35781	35803	139	35768	35	
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	33095	33184	904	33041	143	
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	0	1097	1097	55	546	149	
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	9	21329	21338	28	21302	36	
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	125	2800	2925	143	2908	17	
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	28	28	0	28	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	654	654	10	637	17	
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	4569	4569	4	4569	0	
9	4.13	Change of Name	Second billing cycle	21	30245	30266	4	30234	32	
10	4.13	Change of Category	Second billing cycle	11	3254	3265	49	3249	16	

11/07/15
24/1/15

Annexure - I
Standards of Performance Level.
Yearly Format Return to be submitted to the Commission.

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases/Complaint Nos. (previous year)	Cases/Complaints in current year.	Total Cases/Complaints	No. of complaints addressed			Pending complaints at end of year
							April 2014 to March 2015			
							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	
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 -Network	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	74611	74612	74381	231	74612	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	8932	8932	8906	26	8932	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	23	23	23	0	23	0
18	7.2	Meter Reading	Once in every two months	0	11292118	11292118	11283576	8542	11292118	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	1888	58780	60668	53789	912	54701	5967
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	8040	8040	8039	1	8040	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	5814	34462	40276	34738	2671	37409	2867

A

24/15/15

BEST UNDERTAKING

Annexure -II

FY 2014-15

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 2014 to March 2015

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

A

BEST UNDERTAKING

Annexure - III

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

Format for quarterly/Yearly return to be submitted to the Commission.

FY 2014-15

April 2014 to March 2015

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	58780	60668	54701	5967

A

Performance Report regarding Reliability Indices
 Format for Quarterly (APR-14 to MAR-15) Returns to be submitted to the Commission by the Distribution Licensee
 (i) System Average Interruption Duration Index (SAIDI)

24116

April 2014 to March 2015

FY 2014-15

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	Apr-14	310770	27.48	1020353	8538876	8.37
2	May-14	286623	24.18	1020353	6930738	6.79
3	Jun-14	286505	27.30	1020353	7822515	7.67
4	Jul-14	412110	31.63	1020353	13037081	12.78
5	Aug-14	357111	30.53	1020353	10902648	10.69
6	Sep-14	371924	21.35	1020353	7939544	7.78
7	Oct-14	260310	27.05	1020353	7041975	6.90
8	Nov-14	320237	28.69	1020353	9189128	9.01
9	Dec-14	305878	24.63	1020353	7533058	7.38
10	Jan-15	290302	25.80	1020353	7489839	7.34
11	Feb-15	163680	21.91	1020353	3586113	3.51
12	Mar-15	303966	40.04	1020353	12170294	11.93
Total					102181808	100.15

(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	Apr-14	310770	310770	1020353	0.30
2	May-14	286623	286623	1020353	0.28
3	Jun-14	286505	286505	1020353	0.28
4	Jul-14	412110	412110	1020353	0.40
5	Aug-14	357111	357111	1020353	0.35
6	Sep-14	371924	371924	1020353	0.36
7	Oct-14	260310	260310	1020353	0.26
8	Nov-14	320237	320237	1020353	0.31
9	Dec-14	305878	305878	1020353	0.30
10	Jan-15	290302	290302	1020353	0.28
11	Feb-15	163680	163680	1020353	0.16
12	Mar-15	303966	303966	1020353	0.30
Total					3.58

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Apr-14	8.37	0.3	27.90
2	May-14	6.79	0.28	24.25
3	Jun-14	7.67	0.28	27.39
4	Jul-14	12.78	0.4	31.95
5	Aug-14	10.69	0.35	30.54
6	Sep-14	7.78	0.36	21.61
7	Oct-14	6.9	0.26	26.54
8	Nov-14	9.01	0.31	29.06
9	Dec-14	7.38	0.3	24.60
10	Jan-15	7.34	0.28	26.21
11	Feb-15	3.51	0.16	21.94
12	Mar-15	11.93	0.30	39.77
Total		100.15	3.58	27.97