

Report as submitted by
BEST Undertaking

The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

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ADDRESS ALL COMMUNICATION BY TITLE
NOT BY NAME

OUR REF. : CER/DCER/Corr.1(1) / ~~70~~ /2024

DATE : 22 NOV 2024

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 Compliances/Parameters as set out in Revised
MERC (Electricity Supply Code and Standards of Performance of
Distribution Licensees including Power Quality) Regulations, 2021

Ref : MERC (Electricity Supply Code and Standards of Performance of
Distribution Licensees including Power Quality) Regulations, 2021.

Sir,

As stipulated in Regulation 27 in MERC (Electricity Supply Code and Standards
of Performance of Distribution Licensees including Power Quality) Regulations, 2021,
we are forwarding herewith the information regarding the Regulatory Compliances
/Parameters for the **Quarter II of FY 2024-25 (July to September 2024)**.

Thanking you,

Encl: Annexure (III to VII)
(Total 5 Pages)

Yours faithfully,


(Dr. R. D. Patsute)
Chief Engineer (Regulatory)
BEST Undertaking

“BEST Travel Saves Fuel”

B. E. S. & T. UNDERTAKING

Annexure -III

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

July 24 to Sept 24

Sr.No.	Parameters	Area	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	
	<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>	<i>e=c+d</i>	<i>f</i>	<i>g</i>	<i>h = f+g</i>	<i>i = e-h</i>
1	Intimation of charges where supply is dedicated or after extension / augmentation	Urban	89	10028	10117	8244	1299	9543	574
2	New connection /add. Load where supply from existing line.	Urban	579	7520	8099	6550	692	7242	857
3	New connection/add. Load where supply after extension augmenntation	Urban	7	1978	1985	1957	21	1978	7
4	New connection / add. Load where supply after commissioning of sub-station	Urban	0	0	0	0	0	0	0
5	Shifting of Meter/Service Line	Urban	6	100	106	100	0	100	6
6	Reconnection of supply after payment of dues	Urban	0	853	853	844	9	853	0
7	Change of Name	Urban	219	9375	9594	8898	0	8898	696
8	Channgge of Category	Urban	172	389	561	416	0	416	145
9	Fuse off call	Urban	0	25301	25301	25287	14	25301	0
10	Break down of Over head Line	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Urban	0	2845	2845	2834	11	2845	0
12	Transformer and Associated Switchgear Failure	Urban	0	22	22	22	0	22	0
13	Meter Reading	Urban	0	3160772	3160772	3071245	89527	3160772	0
14	Replacement of Faulty Meter	Urban	5111	3340	8451	3780	0	3780	4671
15	Replacement of Burnt Meter	Urban	0	747	747	747	0	747	0
16	Billing Complaint	Urban	2826	10452	13278	6788	0	6788	6490
17	Quality of Supply								
i	Voltage Variation	Urban	0	0	0	0	0	0	0
ii	Voltage Unbalance	Urban	0	0	0	0	0	0	0
iii	Voltage Dips/Swells	Urban	0	0	0	0	0	0	0
iv	Short Voltage Interruptions	Urban	0	0	0	0	0	0	0
v	Voltage Harmonics	Urban	0	0	0	0	0	0	0
vi	Current Harmonics	Urban	0	0	0	0	0	0	0

Rajivane Suptd (R)

B. E. S. & T. UNDERTAKING

Annexure -IV

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

Report of individual Complaints where Compensation has been Paid

July 24 to Sept 24

Sr. No.	Complaint No.	Date of Filing Complaint / automatic Compensations	Consumer No.	Name and address of Consumer	Nature of complaint	Referne Standard of Performance	Amount of Compensations	Dat of payment of Compensation (DD/MM/YYYY)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	NIL							
Note- The report shall be prepared as per category of item for which the compensation is paid for non-observance of Standrds of Performane								

S. Jayawane
Suptd (R)

B. E. S. & T. UNDERTAKING

Annexure -V

Standards of Perfomrance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

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

July 24 to Sept 24

Sr. No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter (Nos.)	Faulty Meters added during Quarter (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 Mumbai		5111	3340	8451	3780	4671

 S. Anandane
Supt. (R)

B. E. S. & T. UNDERTAKING

Annexure VI

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

Report of installation of Meter

July 24 to Sept 24

Sr. no.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connection released during the Quarter (Nos.)	Unmetered Agriculture Connection at start of the Quarter (Nos.)	New Unmetered Agriculture Connection released during the Quarter (Nos.)	Meters installed to unmetered connection during the quarter (Nos)	Unmetered Agriculture Connection at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9=6+7-8)	(10=4+5+8)	(11 = 9+10)
1	BEST Undertaking Mumbai	2	2	0	0	0	0	0	2	2


Suptd (R)

B. E. S. & T. UNDERTAKING

Annexure - VII

**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)

July 24 to Sept 24

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)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
1	Jul-24	283964	25.25	1053284	7169372	6.81
2	Aug-24	247862	26.05	1053284	6457877	6.13
3	Sep-24	166068	78.82	1053284	4786545	4.54
Total						17.48

(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)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
1	Jul-24	283964	283964	1053284	0.27
2	Aug-24	247862	247862	1053284	0.24
3	Sep-24	166068	166068	1053284	0.16
Total					0.66

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
1	Jul-24	6.81	0.27	25.25
2	Aug-24	6.13	0.24	26.05
3	Sep-24	4.54	0.16	28.82
Total		17.48	0.66	26.38

(iv) Customer Average Interruption Duration Index (CAIDI) For HT consumer

Sr. no.	Month	Ni=Number of Consumer who experienced a sustained interruption	Ri=Restoration time for each interruption event of HT Consumers	Sum, (Ri*Ni) for all HT Consumers	CAIDI = (5)/(3)
<u>(1)</u>	<u>(2)</u>	<u>(3)</u>	<u>(4)</u>	<u>(5)</u>	<u>(6)</u>
1	Jul-24	45	25.98	1169	25.98
2	Aug-24	47	29.49	1386	29.49
3	Sep-24	23	43.43	999	43.43
Total		115		3554	30.90

Signature
Suptd (A)