

Report as submitted by  
BEST Undertaking

*The Brihan Mumbai Electric Supply & Transport Undertaking*

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

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MERC  
Date ... 14/2/2024  
No. ... 0480

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)/ 11 /2024

DATE : 14 FEB 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 III of FY 2023-24 (October to December 2023)**.

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

October 2023 to December 2023

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	185	7219	7404	6919	322	7241	163
2	New connection /add. Load where supply from existing line.	Urban	696	7551	8247	7294	261	7555	692
3	New connection/add. Load where supply after extension augmenntation	Urban	14	1928	1942	1900	28	1928	14
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	13	131	144	123	5	128	16
6	Reconnection of supply after payment of dues	Urban	0	800	800	797	3	800	0
7	Change of Name	Urban	103	8813	8916	8805	0	8805	111
8	Change of Category	Urban	104	724	828	752	0	752	76
9	Fuse off call	Urban	0	14990	14990	14984	6	14990	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	1782	1782	1778	4	1782	0
12	Transformer and Associated Switchgear Failure	Urban	0	6	6	7	0	7	-1
13	Meter Reading	Urban	0	3142305	3142305	3121447	20858	3142305	0
14	Replacement of Faulty Meter	Urban	3446	4220	7666	1837	0	1837	5829
15	Replacement of Burnt Meter	Urban	0	525	525	525	0	525	0
16	Billing Complaint	Urban	1040	4702	5742	4487	0	4487	1255
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

 Jayantane  
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**

**October 2023 to December 2023**

Sr. No.	Complaint No.	Date of Filing Complaint / automatic Compensations	Consumer No.	Name and address of Consumer	Nature of complaint	Reference 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 Performance								

*Shyamant  
Supt (CR)*

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

Annexure -V

**Standards of Performance 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 Phase / 3 Phase)**

**October 2023 to December 2023**

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		3446	4220	7666	1837	5829

 Jayawant  
Suptd (R)



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**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**

**October 2023 to December 2023**

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+7-3)	(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)**

October 2023 to December 2023

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)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
1	Oct-23	212918	31.88	1047987	6787123	6.48
2	Nov-23	105866	28.87	1047987	3056133	2.92
3	Dec-23	142837	26.68	1047987	3810322	3.64
<b>Total</b>						<b>13.03</b>

**(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)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
1	Oct-23	212918	212918	1047987	0.20
2	Nov-23	105866	105866	1047987	0.10
3	Dec-23	142837	142837	1047987	0.14
<b>Total</b>					<b>0.44</b>

**(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	Oct-23	6.48	0.20	31.88
2	Nov-23	2.92	0.10	28.87
3	Dec-23	3.64	0.14	26.68
<b>Total</b>		<b>13.03</b>	<b>0.44</b>	<b>29.58</b>

**(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	
<u>(1)</u>	<u>(2)</u>	<u>(3)</u>	<u>(4)</u>	<u>(5)</u>	<u>(6)</u>
1	Oct-23	33	22.70	749	22.70
2	Nov-23	31	30.26	938	30.26
3	Dec-23	17	44.29	753	44.29
<b>Total</b>		<b>81</b>		<b>2440</b>	<b>30.12</b>

*Agarwale*  
Suptd (R)