

Report as submitted by
BEST Undertaking

The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

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MUMBAI - 400 001.

ADDRESS ALL COMMUNICATION BY TITLE
NOT BY NAME

OUR REF. : CER/DCER/Corr.1(1)/18 /2025

DATE : 06 FEB 2025

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 2024-25 (October to December 2024)**.

Thanking you,

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

Yours faithfully,

MS/ahc
OFFICE OF THE
MAHARASHTRA ELECTRICITY
REGULATORY COMMISSION
WTC, CUFFE PARADE, MUMBAI - 400 005.

[Signature]
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 24 to December 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	574	9028	9602	8269	970	9239	363
2	New connection /add. Load where supply from existing line.	Urban	857	6380	7237	6693	484	7177	60
3	New connection/add. Load where supply after extension augmenntation	Urban	7	1383	1390	1301	84	1385	5
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	92	98	92	4	96	2
6	Reconnection of supply after payment of dues	Urban	0	313	313	312	1	313	0
7	Change of Name	Urban	696	9433	10129	9547	0	9547	582
8	Change of Category	Urban	145	425	570	478	0	478	92
9	Fuse off call	Urban	0	18322	18322	18315	7	18322	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	1885	1885	1881	4	1885	0
12	Transformer and Associated Switchgear Failure	Urban	0	9	9	9	0	9	0
13	Meter Reading	Urban	0	3165011	3165011	3091371	73640	3165011	0
14	Replacement of Faulty Meter	Urban	4671	3234	7905	3693	31	3724	4181
15	Replacement of Burnt Meter	Urban	0	549	549	535	0	535	14
16	Billing Complaint	Urban	6490	7274	13764	8564	0	8564	5200
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

Boyanice
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 24 to December 24

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	Date 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

S. Jayaram
Suptd (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 24 to December 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		4671	3234	7905	3724	4181

Dayanand C. S. VSP KOL (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

October 24 to December 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

Shyamal
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 24 to December 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	Oct-24	223451	29.02	1053284	6483839	6.16
2	Nov-24	92661	30.22	1053284	2800228	2.66
3	Dec-24	105297	27.19	1053284	2862991	2.72
Total						11.53

(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	Oct-24	223451	223451	1053284	0.21
2	Nov-24	92661	92661	1053284	0.09
3	Dec-24	105297	105297	1053284	0.10
Total					0.40

(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-24	6.16	0.21	29.02
2	Nov-24	2.66	0.09	30.22
3	Dec-24	2.72	0.10	27.19
Total		11.53	0.40	28.82

(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	Oct-24	27	26.56	717	26.56
2	Nov-24	18	34.67	624	34.67
3	Dec-24	23	25.70	591	25.70
Total		68		1932	28.42

*Dayanidhe
Suptd (R)*