

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

DATE : 8 NOV 2020

OUR REF. CER/DCER/Corr-1(1)/101 /2020

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 (SoP of Distribution Licensee) Regulations, 2014.

Ref : MERC (SoP of Distribution Licensee) Regulations, 2014.

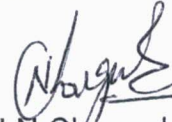
Sir,

As stipulated in Regulation 10.3 & 13 in MERC (SoP of Distribution Licensee) Regulations, 2014, we are forwarding herewith the information regarding the Regulatory Compliances /Parameters for the Quarter II of FY 2020-21 (July to September 2020).

Thanking you,

Encl: Annexure (I to IV)
(Total 5 Pages)

Yours faithfully,



N N Chougule 18/11/2020

Chief Engineer (Regulatory)
BEST Undertaking

"BEST Travel Saves Fuel"

B. E. S. & T. UNDERTAKING

Annexure -I

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

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	126	4885	5011	4898	42	4940	71
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	1028	4170	5198	5158	30	5188	10
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	116	513	629	623	4	627	2
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	11	2929	2940	2852	52	2904	36
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	2	49	51	48	3	51	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	0	0	0	0	0	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	49	81	130	122	1	123	7
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	1	64	65	63	2	65	0
9	4.13	Change of Name	Second billing cycle	54	1632	1686	1551	0	1551	135
10	4.13	Change of Category	Second billing cycle	16	290	306	281	0	281	25
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 -Net work	within 10 days	0	0	0	0	0	0	0

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

Q II of FY 2020-21 i.e. July 20 to September 2020

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complaints in current Qtr.	Total Cases / Complaints f=d+e	No. of Cases/complaints addressed			Pending Cases / Complaints at end of Qtr. j=f-i
							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed i=g+h	
	a	b	c	d	e	f=d+e	g	h	i=g+h	j=f-i
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	0	14288	14288	14218	70	14288	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	2601	2601	2521	80	2601	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	8	8	8	0	8	0
18	7.2	Meter Reading	Once in every two months	0	3024164	3024164	2939981	84183	3024164	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	4756	13015	17771	10148	0	10148	7623
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	1112	1112	1112	0	1112	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2661	8660	11321	9271	0	9271	2050

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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

Q II of FY 2020-21 i.e. July 20 to September 2020

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

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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

Q II of FY 2020-21 i.e. July 20 to September 2020

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	4756	13015	17771	10148	7623

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Annexure - IV

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)

Q II of FY 2020-21 i.e. July 20 to September 2020

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)
	2	3	4	5	6	7
1	Jul-20	250327	25.54	1039645	6392678	6.15
2	Aug-20	305366	26.56	1039645	8110217	7.80
3	Sep-20	288859	25.34	1039645	7320720	7.04
	Total	844552	25.84	1039645	21823616	20.99

(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)
	2	3	4	5	6
1	Jul-20	250327	250327	1039645	0.24
2	Aug-20	305366	305366	1039645	0.29
3	Sep-20	288859	288859	1039645	0.28
	Total	844552	844552	1039645	0.81

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-20	6.15	0.24	25.54
2	Aug-20	7.80	0.29	26.56
3	Sep-20	7.04	0.28	25.34
	Total	20.99	0.81	25.84