

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) / 01 /2022

DATE : 05 JAN 2022

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 2021-22 (July to Sept. 2021)**.

Thanking you,

Encl: Annexure (III to VII)
(Total 7 Pages)

Yours faithfully,


04/01/22

N N Chougule
Chief Engineer (Regulatory)
BEST Undertaking

“BEST Travel Saves Fuel”

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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 21 to September 21

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	
	a	b	c	d	e=c+d	f	g	h = f+g	i= e-h
1	Intimation of chages where supply to dedicated or after extension / augmentation	Urban	34	6596	6630	6556	40	6596	34
2	New connection /add. Load where supply from existing line.	Urban	12	6336	6348	6163	185	6348	0
3	New connection/add. Load where supply after extension augmenntation	Urban	0	1239	1239	1225	4	1229	10
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	0	171	171	171	0	171	0
6	Reconnection of supply after payment of dues	Urban	0	192	192	192	0	192	0
7	Change of Name	Urban	266	9513	9779	9330	0	9330	449
8	Channgge of Category	Urban	15	614	629	583	0	583	46
9	Fuse off call	Urban	0	12911	12911	12891	20	12911	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	2226	2226	2214	12	2226	0
12	Transformer and Associated Switchgear Failure	Urban	0	28	28	28	0	28	0
13	Meter Reading	Urban	0	3126108	3126108	3110717	15391	3126108	0
14	Replacement of Faulty Meter	Urban	3746	9898	13644	9838	0	9838	3806
15	Replacement of Burnt Meter	Urban	0	820	820	820	0	820	0
16	Billing Complaint	Urban	1640	4268	5908	4465	249	4714	1194
17	Quality of Supply		0	0	0	0	0	0	0
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

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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 21 to September 21

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/YYYY0
(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								

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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 Metes (1 Phsae / 3 Phase)

July 21 to September 21

Sr. No.	Name of Distributin 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		3746	9898	13644	9838	3806

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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

July 21 to September 21

Sr. no.	name of Distribution Licensee	Total Agriculture Connections at start of the Quarte (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connection released during the Quarter (nos.0	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 Qurater (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	Nil								

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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 21 to September 21

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-21	258889	24.01	1043163	6217176	5.96
2	Aug-21	252637	28.70	1043163	7251162	6.95
3	Sep-21	203330	23.95	1043163	4869146	4.67
Total		714856	25.65	1043163	18337484	17.58

(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-21	258889	258889	1043163	0.25
2	Aug-21	252637	252637	1043163	0.24
3	Sep-21	203330	203330	1043163	0.19
Total		714856	714856	1043163	0.69

(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-21	5.96	0.25	24.01
2	Aug-21	6.95	0.24	28.70
3	Sep-21	4.67	0.19	23.95
Total		17.58	0.69	25.65

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-21	47	28.85	1356	28.85
2	Aug-21	30	30.17	905	30.17
3	Sep-21	28	27.61	773	27.61
Total		105	28.90	3034	28.90