

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. : _____

DATE : 29 AUG 2023

CER/DCER/Corr.1(1) / 90 /2023

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 I of FY 2023-24 (April to June 2023)**.

Thanking you,

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

Yours faithfully,


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

“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**

April 23 to June 23

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	325	9449	9774	8711	759	9470	304
2	New connection /add. Load where supply from existing line.	Urban	605	7222	7827	6800	374	7174	653
3	New connection/add. Load where supply after extension augmenntation	Urban	14	1897	1911	1885	18	1903	8
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	10	136	146	136	0	136	10
6	Reconnection of supply after payment of dues	Urban	0	1086	1086	1079	7	1086	0
7	Change of Name	Urban	387	9207	9594	9214	0	9214	380
8	Channgge of Category	Urban	61	455	516	456	0	456	60
9	Fuse off call	Urban	0	21311	21311	21279	32	21311	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	2632	2632	2594	38	2632	0
12	Transformer and Associated Switchgear Failure	Urban	0	8	8	8	0	8	0
13	Meter Reading	Urban	0	3122957	3122957	3103542	19415	3122957	0
14	Replacement of Faulty Meter	Urban	3195	6044	9239	6614	0	6614	2625
15	Replacement of Burnt Meter	Urban	0	775	775	775	0	775	0
16	Billing Complaint	Urban	990	4374	5364	3616	13	3629	1735
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

Sayanwale
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

April 23 to June 23

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								

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Suptd (R)

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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 Meters (1 Phase / 3 Phase)

April 23 to June 23

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		3195	6044	9239	6614	2625


Suptd (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

April 23 to June 23

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	1	1	1	0	0	0	0	2	2


Suptd (R)

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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)

April 23 to June 23

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	Apr-23	271754	31.02	1047987	8429295	8.04
2	May-23	303882	26.84	1047987	8155133	7.78
3	Jun-23	228699	23.98	1047987	5484146	5.23
Total						21.06

(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	Apr-23	271754	271754	1047987	0.26
2	May-23	303882	303882	1047987	0.29
3	Jun-23	228699	228699	1047987	0.22
Total					0.77

(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	Apr-23	8.04	0.26	31.02
2	May-23	7.78	0.29	26.84
3	Jun-23	5.23	0.22	23.98
Total		21.06	0.77	27.44

(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	Apr-23	21	44.48	934	44.48
2	May-23	39	27.46	1071	27.46
3	Jun-23	27	25.00	675	25.00
Total		87		2680	30.80

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Suptd (R)