

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) / 29 /2022

DATE 23 FEB 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.

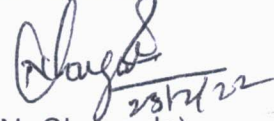
Sir,

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 III of FY 2021-22 (October to December 2021)**.

Thanking you,

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

Yours faithfully,



(N.N. Chougule)

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 21 to December 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	
	<u>a</u>	<u>b</u>	<u>c</u>	<u>d</u>	<u>e=c+d</u>	<u>f</u>	<u>g</u>	<u>h = f+g</u>	<u>i= e-h</u>
1	Intimation of chages where supply to dedicated or after extension / augmentation	Urban	34	7762	7796	7728	38	7766	30
2	New connection /add. Load where supply from existing line.	Urban	0	6605	6605	6517	88	6605	0
3	New connection/add. Load where supply after extension augmenntation	Urban	10	604	614	612	2	614	0
4	New connection / add. Load where supply after commissioning of sub-station	Urban	0	516	516	512	4	516	0
5	Shifting of Meter/Service Li	Urban	0	126	126	126	0	126	0
6	Reconnection of supply after payment of dues	Urban	0	298	298	295	3	298	0
7	Change of Name	Urban	449	7955	8404	8109	0	8109	295
8	Change of Category	Urban	46	441	487	469	0	469	18
9	Fuse off call	Urban	0	12106	12106	12099	7	12106	0
10	Break down of Over head L	Urban	0	0	0	0	0	0	0
11	Underground Cable fault /	Urban	0	2138	2138	2129	9	2138	0
12	Transformer and	Urban	0	19	19	19	0	19	0
13	Meter Reading	Urban	0	3127631	3127631	3097473	30158	3127631	0
14	Replacement of Faulty Meter	Urban	3806	13906	17712	14135	0	14135	3577
15	Replacement of Burnt Meter	Urban	0	819	819	819	0	819	0
16	Billing Complaint	Urban	1194	4906	6100	4717	455	5172	928
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

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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

October 21 to December 2021

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								

30/11

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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)

October 21 to December 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		3806	13906	17712	14135	3577

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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 21 to December 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	0	0	1*	0	0	0	0	1	1

* This is a Change in Tariff case (Commercial to Agriculture) ID No.7342731, Consumer No.202-002-920.

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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)

October 21 to December 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	Oct-21	191525	27.85	1043163	5333721	5.11
2	Nov-21	202157	24.90	1043163	5033506	4.83
3	Dec-21	237799	26.36	1043163	6268283	6.01
Total						15.95

(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-21	191525	191525	1043163	0.18
2	Nov-21	202157	202157	1043163	0.19
3	Dec-21	237799	237799	1043163	0.23
Total					0.61

(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-21	5.11	0.18	27.85
2	Nov-21	4.83	0.19	24.90
3	Dec-21	6.01	0.23	26.36
Total		15.95	0.61	26.15

(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-21	37	27.32	1011	27.32
2	Nov-21	32	35.13	1124	35.13
3	Dec-21	39	26.13	1019	26.13
Total		108		3154	29.20

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