

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) / 59 /2023

DATE: 11 MAY 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 IV of FY 2022-23 (January to March 2023)**.

Thanking you,

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

Yours faithfully,



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

January 23 to March 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 chages where supply to dedicated or after extension / augmentation	Urban	285	9746	10031	9328	378	9706	325
2	New connection /add. Load where supply from existing line.	Urban	505	8516	9021	7827	589	8416	605
3	New connection/add. Load where supply after extension augmenntation	Urban	13	2534	2547	2521	12	2533	14
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 Li	Urban	6	100	106	92	4	96	10
6	Reconnection of supply after payment of dues	Urban	0	1154	1154	1135	19	1154	0
7	Change of Name	Urban	245	10944	11189	10802	0	10802	387
8	Change of Category	Urban	64	506	570	509	0	509	61
9	Fuse off call	Urban	0	12000	12000	11995	5	12000	0
10	Break down of Over head Li	Urban	0	0	0	0	0	0	0
11	Underground Cable fault /	Urban	0	1731	1731	1717	14	1731	0
12	Transformer and Associated Switchgear	Urban	0	8	8	8	0	8	0
13	Meter Reading	Urban	0	3116350	3116350	3104261	12089	3116350	0
14	Replacement of Faulty Meter	Urban	3500	7862	11362	8167	0	8167	3195
15	Replacement of Burnt Meter	Urban	0	645	645	645	0	645	0
16	Billing Complaint	Urban	1755	2497	4252	3262	0	3262	990
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

*Praymwal*  
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

January 23 to March 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								

*S. S. Suptd (R)*

**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 Metes (1 Phsae / 3 Phase)**

**January 23 to March 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		3500	7862	11362	8167	3195

 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**

January 23 to March 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.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 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	0	0	0	0	0	1	1

*Prayansh*  
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)**

January 23 to March 23

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Ri = Restoration Time for each interruption event on i <sup>th</sup> 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	Jan-23	203937	25.74	1047369	5248453	5.01
2	Feb-23	147062	28.98	1047369	4262488	4.07
3	Mar-23	236416	28.40	1047369	6714676	6.41
Total						15.49

**(ii) System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Sum of Consumers of i <sup>th</sup> 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	Jan-23	203937	203937	1047369	0.19
2	Feb-23	147062	147062	1047369	0.14
3	Mar-23	236416	236416	1047369	0.23
Total					0.56

**(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	Jan-23	5.01	0.19	25.74
2	Feb-23	4.07	0.14	28.98
3	Mar-23	6.41	0.23	28.40
Total		15.49	0.56	27.62

**(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	Jan-23	37	24.24	897	24.24
2	Feb-23	33	24.03	793	24.03
3	Mar-23	24	35.17	844	35.17
Total		94		2534	26.96

*S. Sripal (R)*