

Report as submitted by
BEST Undertaking

The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

TELEPHONE : (022) 22856262
FAX : (022) 22851244

BEST BHAVAN,
BEST MARG,
POST BOX NO. 192,
MUMBAI - 400 001.

ADDRESS ALL COMMUNICATION BY TITLE
NOT BY NAME

OUR REF. : CERC/DCER/Corr1(1)/ 47 /2020

DATE : 19 JUN 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 compliance/parameters as set out in
Revised MERC (Standard of Performance of Distribution
License. Period for giving supply & determination of
Compensation) Regulations, 2014.
- Quarter IV Report of FY 2019-20.

Ref : MERC/SoP Regulations, 2014 dtd. 20.05.2014.

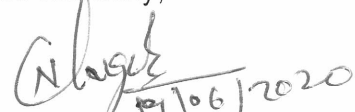
Sir,

As stipulated in Regulation 10.3 & 13 in MERC (Standard of Performance of
Distribution License, Period for giving supply & determination of compensation)
Regulations 2014, we are forwarding herewith the information regarding the
Regulatory Compliance/Parameters for the Quarter IV of FY 2019-20.

Thanking you,

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

Yours faithfully,


(N.N.Chougule)
Chief Engineer
(Regulatory)

"BEST Travel Saves Fuel"

"BEST Travel Safe Travel"

"Use Public Transport - Save Mumbai City"

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	January 2020 to March 2020			Pending Cases / Complaints at end of Qtr.
							No. of Cases/complaints addressed			
							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	91	8495	8586	8417	36	8453	133
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	1194	7329	8523	7126	69	7195	1328
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	105	747	852	729	7	736	116
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	3	5627	5630	5519	94	5613	17
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	193	193	189	4	193	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	46	153	199	149	1	150	49
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	4	441	445	439	3	442	3
9	4.13	Change of Name	Second billing cycle	5	6871	6876	6821	46	6867	9
10	4.13	Change of Category	Second billing cycle	14	586	600	573	16	589	11
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**

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
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	10975	10975	10964	11	10975	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	1650	1650	1642	8	1650	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	3	3	3	0	3	0
18	7.2	Meter Reading	Once in every two months	0	3093437	3093437	3088756	4681	3093437	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	3100	14375	17475	13613	0	13613	3862
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	565	565	565	0	565	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2541	1671	4212	1897	0	1897	2315

B. E. S. & T. UNDERTAKING

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

							January 2020 to March 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

B. E. S. & T. UNDERTAKING

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

January 2020 to March 2020

Sr.No.	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/replaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	3100	14375	17475	13613	3862

B. E. S. & T. UNDERTAKING

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)

January 2020 to March 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	Jan-20	141831	23.41	1036422	3320687	3.20
2	Feb-20	173767	23.48	1036422	4079789	3.94
3	Mar-20	198646	21.23	1036422	4217846	4.07
Total		514244	22.59	1036422	11618322	11.21

(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	Jan-20	141831	141831	1036422	0.14
2	Feb-20	173767	173767	1036422	0.17
3	Mar-20	198646	198646	1036422	0.19
Total		514244	514244	1036422	0.50

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Jan-20	3.20	0.14	23.41
2	Feb-20	3.94	0.17	23.48
3	Mar-20	4.07	0.19	21.23
Total		11.21	0.50	22.59