

Report as submitted by  
BEST Undertaking

# The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANAGAR PALIKA)

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ADDRESS ALL COMMUNICATION BY  
TITLE NOT BY NAME

DATE : \_\_\_\_\_

Our Ref. : CER/DCER/Corr1(1)/ 77 /2019

To,  
The Secretary,  
Maharashtra Electricity Regulatory Commission  
13<sup>th</sup> 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 I 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 Compliances/Parameters for the Quarter I 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"**

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**"Use Public Transport - Save Mumbai City"**

**B. E. S. & T. UNDERTAKING**

Annexure -1

Standards of Performance Level by the Distribution Licensee  
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

**April 2019 to June 2019 (Q-1)**

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
1	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	319	9264	9583	9272	38	9310	273
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	954	8618	9572	8689	63	8752	820
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	117	235	352	241	18	259	93
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	20	5869	5889	5844	29	5873	16
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	305	305	305	0	305	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	35	233	268	220	3	223	45
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	6	1067	1073	1052	14	1066	7
9	4.13	Change of Name	Second billing cycle	108	7510	7618	7591	0	7591	27
10	4.13	Change of Category	Second billing cycle	7	442	449	435	1	436	13
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

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Standards of Performance Level by the Distribution Licensee  
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April 2019 to June 2019 (Q-1)

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							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed	$j=f-i$	
	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	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	9	17917	17926	17863	63	17926	0	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	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	2075	2075	2032	43	2075	0	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	1	1	1	0	1	0	0
18	7.2	Meter Reading	Once in every two months	4501	3083997	3088498	3084955	3543	3088498	0	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	2396	9859	12255	10342	0	10342	1913	1913
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	757	757	757	0	757	0	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3240	2539	5779	2551	200	2751	3028	3028

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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

**April 2019 to June 2019 (Q-1)**

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					nil			
5								
6								
7								

NOTE -The report shall be prepared as per category of item for which the compensation is paid for non-observance of Standards of Performance

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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**

**April 2019 to June 2019 (Q-1)**

Sr.N o.	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/r eplaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	BEST Undertaking	Sop clause 7.3	2396	9859	12255	10342	1913

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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)**

**April 2019 to June 2019 (Q-1)**

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on <sup>i</sup> th Feeder	Ri = Restoration Time for each interruption event on <sup>i</sup> 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	Apr-19	333371	27.82	1036422	9275268	8.95
2	May-19	339296	26.72	1036422	9064982	8.75
3	Jun-19	320547	28.38	1036422	9097282	8.78
<b>Total</b>		<b>993214</b>	<b>27.64</b>	<b>1036422</b>	<b>27437532</b>	<b>26.47</b>

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

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on <sup>i</sup> th Feeder	Sum of Consumers of <sup>i</sup> 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	Apr-19	333371	333371	1036422	0.32
2	May-19	339296	339296	1036422	0.33
3	Jun-19	320547	320547	1036422	0.31
<b>Total</b>		<b>993214</b>	<b>993214</b>	<b>1036422</b>	<b>0.96</b>

**(iii) Consumer Average Interruption Duration Index (CAIDI)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Apr-19	8.95	0.32	27.82
2	May-19	8.75	0.33	26.72
3	Jun-19	8.78	0.31	28.38
<b>Total</b>		<b>26.47</b>	<b>0.96</b>	<b>27.62</b>