

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)/155 /2021

DATE : 14 SEP 2021

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 2021-22 (April to June 2021).

Thanking you,

Encl: Annexure (III to VII)
(Total 7 Pages)

Yours faithfully,



N N Chougule
Chief Engineer (Regulatory)
BEST Undertaking

“BEST Travel Saves Fuel”

"BEST Travel Safe Travel"

"Use Public Transport - Save Mumbai City"

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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 21 to June 21

Sr.No.	Parameters	Stipulated Standards of Performance	Area	Pending Cases / Complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending Complaints at end of Qtr.
							Within Standards of Performance	More than stipulated time	Total 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>l = e-h</i>
1	Intimation of charges where supply to dedicated or after extension / augmentation	Seven (7) working days (Urban Areas) Ten (10) working days (Rural Areas) Fifteen (15) working days – Agriculture Connection	Urban	34	5415	5449	5282	133	5415	34
2	New connection /add. Load where supply from existing line.	(1) Municipal Corporation within Metropolitan Area – Seven (7) Days (2) Urban Areas except Municipal Corporation in Metropolitan Area– Fifteen (15) Days (3) Rural Areas – Thirty (30) Days	Urban	34	4146	4180	4146	22	4168	12
3	New connection/add. Load where supply after extension augmentation	Three (3) months	Urban	0	606	606	599	7	606	0
4	New connection / add. Load where supply after commissioning of sub-station	One (1) year	Urban	0	0	0	0	0	0	0
5	Shifting of Meter/Service Line		Urban	6	98	104	103	1	104	0
6	Reconnection of supply after payment of dues	Eight (8) hours for Urban areas and Twenty Four (24) hours (Rural Areas)	Urban	0	115	115	115	0	115	0
7	Change of Name	Second billing cycle	Urban	314	3747	4061	3795	0	3795	266
8	Change of Category	Second billing cycle	Urban	29	407	436	421	0	421	15
9	Fuse off call	Three (3) hours (Urban Areas) Eighteen (18) hours (Rural Areas)	Urban	0	14963	14963	14926	37	14963	0
10	Break down of Over Head Line	Four (4) hours (Urban Areas) and Twenty Four (24) hours for Rural areas	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Eight (8) hours for Urban areas and Forty Eight (48) hours for Rural areas	Urban	0	2822	2822	2793	29	2822	0
12	Transformer and Associated Switchgear Failure	Eighteen (18) hours for Urban areas and Forty Eight (48) hours for Rural areas	Urban	0	9	9	9	0	9	0

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Sr.No.	Parameters	Stipulated Standards of Performance	Area	Pending Cases / Complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending Complaints at end of Qtr.
							Within Standards of Performance	More than stipulated time	Total 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>l = e-h</i>
13	Meter Reading	Once in every three months (agricultural) Once every month (all other Consumers) subject to concession as per Regulation 16.1.1 and 16.3.6	Urban	0	3096184	3096184	3089317	6867	3096184	0
14	Replacement of Faulty Meter	Within subsequent billing cycle	Urban	4642	11446	16088	12342	0	12342	3746
15	Replacement of Burnt Meter	Eighteen (18) hours for Urban areas and Forty Eight (48) hours for Rural areas	Urban	0	779	779	779	0	779	0
16	Billing Complaint	During subsequent billing cycle	Urban	1149	4568	5717	4077	0	4077	1640
17	Quality of Supply			0	0	0	0	0	0	0
	i Voltage Variation	Table 1 and Table 2 (Regulation 22.5)	Urban	0	0	0	0	0	0	0
	ii Voltage Unbalance	Table 4 (Regulation 22.7)	Urban	0	0	0	0	0	0	0
	iii Voltage Dips/Swells	Table 5 (Regulation 22.8)	Urban	0	0	0	0	0	0	0
	iv Short Voltage Interruptions	Table 6 (Regulation 22.10)	Urban	0	0	0	0	0	0	0
	v Voltage Harmonics	As per IS 17036	Urban	0	0	0	0	0	0	0
	vi Current Harmonics	As per IEEE 519:2014	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

April 21 to June 21

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								



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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 Phsae / 3 Phase)

April 21 to June 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		4642	11446	16088	12342	3746

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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

April 21 to June 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 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)	(9+10)
1	BEST Undertaking Mumbai	Nil								

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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 21 to June 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)
	2	3	4	5	6	7
1	Apr-21	246952	24.33	1043163	6007800	5.76
2	May-21	289864	22.73	1043163	6589917	6.32
3	Jun-21	316824	24.34	1043163	7712838	7.39
Total		853640	23.79	1043163	20310555	19.47

(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	Apr-21	246952	246952	1043163	0.24
2	May-21	289864	289864	1043163	0.28
3	Jun-21	316824	316824	1043163	0.30
Total		853640	853640	1043163	0.82

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(iii) Consumer Average Interruption Duration Index (CAIDI)


Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Apr-21	5.76	0.24	24.33
2	May-21	6.32	0.28	22.73
3	Jun-21	7.39	0.30	24.34
Total		19.47	0.82	23.79

4) Customer Average Interruption Duration Index (CAIDI) For HT consumer

April 21 to June 21

Sr. no.	Month	Ni=Number of HT 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)
(1)	(2)	(3)	(4)	(5)	(6)
1	Apr-21	51	23.16	1181	23.16
2	May-21	45	22.00	990	22.00
3	Jun-21	44	24.41	1074	24.41
	Total	140	23.14	3240	23.14



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