

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  
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CER/DCER/Corr 1(1)/ 105 /2019

OUR REF. : \_\_\_\_\_

DATE : 01/11/19

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.  
-FY 2019-20 Quarter II Report.

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 II of FY 2019-20. The delay in submission of information is regretted please.

Thanking you,

Encl.: Annexure (I to IV)

(Total -5 Pages)

  
OFFICE OF THE  
MAHARASHTRA ELECTRICITY  
REGULATORY COMMISSION  
MUMBAI - 400 005

Yours faithfully,

  
(N N Chougule.)

**Chief Engineer**  
**(Regulatory)**

**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	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	273	10159	10432	39	10362	70	
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	820	8634	9454	69	8722	732	
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	93	268	361	3	279	82	
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	16	7330	7346	84	7337	9	
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	187	187	5	187	0	
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	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	45	184	229	11	200	29	
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	7	735	742	22	740	2	
9	4.13	Change of Name	Second billing cycle	27	6812	6839	1	6795	44	
10	4.13	Change of Category	Second billing cycle	13	478	491	0	479	12	
11	5.4(a)	Complaint of Voltage Variation -Local Fault	within 2 days	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	

Standards of Performance Level by the Distribution Licensee  
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							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	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	20742	20742	20702	40	20742	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	2714	2714	2653	61	2714	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	7	7	7	0	7	0
18	7.2	Meter Reading	Once in every two months	0	3089175	3089175	3082533	0	3082533	6642
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	1913	16532	18445	15021	0	15021	3424
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	1361	1361	1361	0	1361	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3028	2470	5498	2887	0	2887	2611



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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

**July 2019 to September 2019 (Q-II)**

Sr.No.	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

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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  
July 2019 to September 2019 (Q-II)**

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/r eplaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	1913	16532	18445	15021	3424

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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)

July 2019 to September 2019 (Q-II)

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	Jul-19	326530	27.48	1036422	8972905	8.66
2	Aug-19	195394	25.83	1036422	5047994	4.87
3	Sep-19	267243	21.78	1036422	5820183	5.62
	Total	789167	25.03	1036422	19841082	19.14

(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	Jul-19	326530	326530	1036422	0.32
2	Aug-19	195394	195394	1036422	0.19
3	Sep-19	267243	267243	1036422	0.26
	Total	789167	789167	1036422	0.76

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jul-19	8.66	0.32	27.48
2	Aug-19	4.87	0.19	25.83
3	Sep-19	5.62	0.26	21.78
	Total	19.14	0.76	25.14

1787/c