

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/Corr1(1)/ AS 2020

DATE: 19 JUN 2020

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 III of FY 2019-20.

Ref: MERC SoP Regulations, 2014 dtd. 20.05.2014.


Sir,

As stipulated in Regulations 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 III 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 -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	October 2019 to December 2019			Pending Cases / Complaints at end of Qtr.
							No. of Cases/complaints addressed	More than stipulated time	Total Cases/ Complaints redressed	
a	b	c	d	e	f=d+e	g	h	l=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	70	9815	9885	31	9794	91	
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	732	8325	9057	43	7863	1194	
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	82	785	867	1	762	105	
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	9	6299	6308	74	6305	3	
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	241	241	4	241	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	29	196	225	2	179	46	
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	2	392	394	6	390	4	
9	4.13	Change of Name	Second billing cycle	44	7145	7189	0	7184	5	
10	4.13	Change of Category	Second billing cycle	12	603	615	0	601	14	
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  
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	13984	13984	13973	11	13984	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	1710	1710	1708	2	1710	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	4	4	4	0	4	0
18	7.2	Meter Reading	Once in every two months	6642	3086942	3093584	3093584	0	3093584	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	3424	30347	33771	30671	0	30671	3100
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	728	728	728	0	728	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2611	2455	5066	2525	0	2525	2541

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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

October 2019 to December 2019								
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  
October 2019 to December 2019**

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	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	3424	30347	33771	30671	3100

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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)**

**October 2019 to December 2019**

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	Oct-19	228760	27.08	1036422	6193817	5.98
2	Nov-19	268138	18.75	1036422	5026693	4.85
3	Dec-19	192754	22.63	1036422	4361775	4.21
	<b>Total</b>	<b>689652</b>	<b>22.82</b>	<b>1036422</b>	<b>15582285</b>	<b>15.03</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	Oct-19	228760	228760	1036422	0.22
2	Nov-19	268138	268138	1036422	0.26
3	Dec-19	192754	192754	1036422	0.19
	<b>Total</b>	<b>689652</b>	<b>689652</b>	<b>1036422</b>	<b>0.67</b>

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

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Oct-19	5.98	0.22	27.08
2	Nov-19	4.85	0.26	18.75
3	Dec-19	4.21	0.19	22.63
	<b>Total</b>	<b>15.03</b>	<b>0.67</b>	<b>22.59</b>