

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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OUR REF. CER/DCER/Corr.1(1)/27 /2021

DATE 16 FEB 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 (SoP of Distribution Licensee) Regulations, 2014.

Ref : MERC (SoP of Distribution Licensee) Regulations, 2014.

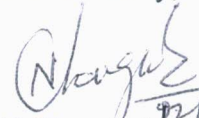
Sir,

As stipulated in Regulation 10.3 & 13 in MERC (SoP of Distribution Licensee) Regulations, 2014, we are forwarding herewith the information regarding the Regulatory Compliances /Parameters for the Quarter III of FY 2020-21 (October to December 2020).

Thanking you,

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

Yours faithfully,


22/02/2021

N N Chougule
Chief Engineer (Regulatory)
BEST Undertaking

"BEST Travel Saves Fuel"

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Annexure -I

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

October 2020 to December 2020

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	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	71	8689	8760	8681	33	8714	46
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	10	6818	6828	6707	79	6786	42
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	2	806	808	785	7	792	16
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	36	5607	5643	5585	38	5623	20
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	196	196	191	5	196	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	7	190	197	193	0	193	4
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	0	25	25	24	1	25	0
9	4.13	Change of Name	Second billing cycle	135	6280	6415	6239	0	6239	176
10	4.13	Change of Category	Second billing cycle	25	631	656	611	0	611	45
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
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

October 2020 to December 2020

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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	l=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	10543	10543	10538	5	10543	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	1629	1629	1617	12	1629	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	3096587	3096587	3086804	9783	3096587	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	7623	15078	22701	17436	0	17436	5265
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	620	620	620	0	620	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2050	3803	5853	3840	0	3840	2013

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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 2020 to December 2020

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	NIL							
3								
4								
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

October 2020 to December 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	7623	15078	22701	17436	5265

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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 2020 to December 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	Oct.20	286232	27.06	1039645	7744623	7.45
2	Nov.20	122284	22.30	1039645	2726722	2.62
3	Dec.20	136925	23.85	1039645	3265301	3.14
Total		545441	25.18	1039645	13736646	13.21

(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	Oct.20	286232	286232	1039645	0.28
2	Nov.20	122284	122284	1039645	0.12
3	Dec.20	136925	136925	1039645	0.13
Total		545441	545441	1039645	0.52

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Oct.20	7.45	0.28	27.06
2	Nov.20	2.62	0.12	22.30
3	Dec.20	3.14	0.13	23.85
Total		13.21	0.52	25.18

S.R.P.