

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) / 74 /2022

DATE: 27 MAY 2022

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.

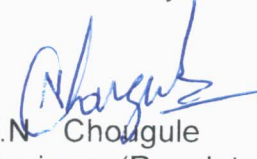
Sir,

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 IV of FY 2021-22 (January to March 2022)**.

Thanking you,

Encl: Annexure (III to VII)
(Total 5 Pages)

Yours faithfully,



N.N. Chougule
(Chief Engineer (Regulatory)
BEST Undertaking

“BEST Travel Saves Fuel”

B. E. S. & T. UNDERTAKING

Annexure -III

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

January 22 to March 22

Sr.No.	Parameters	Area	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=c+d	f	g	h = f+g	i= e-h
1	Intimation of chages where supply to dedicated or after extension / augmentation	Urban	30	7593	7623	7460	70	7530	93
2	New connection /add. Load where supply from existing line.	Urban	0	6714	6714	6506	99	6605	109
3	New connection/add. Load where supply after extension augmenntation	Urban	0	1146	1146	1135	7	1142	4
4	New connection / add. Load where supply after commissioning of sub-station	Urban	0	0	0	0	0	0	0
5	Shifting of Meter/Service Li	Urban	0	195	195	192	3	195	0
6	Reconnection of supply after payment of dues	Urban	0	635	635	634	1	635	0
7	Change of Name	Urban	295	9622	9917	9448	0	9448	469
8	Channgge of Category	Urban	18	499	517	498	0	498	19
9	Fuse off call	Urban	0	10079	10079	10078	1	10079	0
10	Break down of Over head L	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Urban	0	1798	1798	1792	6	1798	0
12	Transformer and Associated Switchgear	Urban	0	10	10	10	0	10	0
13	Meter Reading	Urban	0	3134195	3134195	3110726	23469	3134195	0
14	Replacement of Faulty Meter	Urban	3577	12908	16485	13281	0	13281	3204
15	Replacement of Burnt Meter	Urban	0	571	571	571	0	571	0
16	Billing Complaint	Urban	928	3020	3948	3284	0	3284	664
17	Quality of Supply							0	0
i	Voltage Variation	Urban	0	0	0	0	0	0	0
ii	Voltage Unbalance	Urban	0	0	0	0	0	0	0
iii	Voltage Dips/Swells	Urban	0	0	0	0	0	0	0
iv	Short Voltage Interruptions	Urban	0	0	0	0	0	0	0
v	Voltage Harmonics	Urban	0	0	0	0	0	0	0
vi	Current Harmonics	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

January 22 to March 22

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								

[Handwritten signature]

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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 Metes (1 Phsae / 3 Phase)

January 22 to March 22

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		3577	12908	16485	13281	3204

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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

January 22 to March 22

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 Qurater (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)	(11 = 9+10)
1	BEST Undertaking Mumbai	1	1	0	0	0	0	0	1	1



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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)

January 22 to March 22

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)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
1	Jan-22	212981	24.43	1043163	5202137	4.99
2	Feb-22	195279	31.63	1043163	6177392	5.92
3	Mar-22	258600	26.85	1043163	6942177	6.65
Total						17.56

(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)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
1	Jan-22	212981	212981	1043163	0.20
2	Feb-22	195279	195279	1043163	0.19
3	Mar-22	258600	258600	1043163	0.25
Total					0.64

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
1	Jan-22	4.99	0.20	24.43
2	Feb-22	5.92	0.19	31.63
3	Mar-22	6.65	0.25	26.85
Total		17.56	0.64	27.47

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

Sr. no.	Month	Ni=Number of 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)
<u>(1)</u>	<u>(2)</u>	<u>(3)</u>	<u>(4)</u>	<u>(5)</u>	<u>(6)</u>
1	Jan-22	38	24.03	913	24.03
2	Feb-22	29	27.48	797	27.48
3	Mar-22	32	27.53	881	27.53
Total		99		2591	26.17

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