

Report as submitted by  
BEST Undertaking

The Brihan Mumbai Electric Supply & Transport Undertaking

(A COMPANY INCORPORATED UNDER THE COMPANIES ACT, 1956 (AMENDED BY THE COMPANIES ACT, 2013))

REGISTRATION NO. 122856262  
GSTIN NO. 285626262  
CIN NO. U285755 BEST IN  
REGISTERED OFFICE: BEST, MUMBAI-400 001

BEST BHAVAN,  
BEST MARC,  
POST BOX NO. 192  
MUMBAI - 400 001.

ADDRESS FOR COMMUNICATION BY TITLE  
(NOT BY NAME)

CER/DCER/ Corr 1(1)/ 88 /2021

DATE

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 IV of FY 2020-21 (January to March 2021).

Thanking you,

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

Yours faithfully,



N N Chougule  
Chief Engineer (Regulatory)  
BEST Undertaking

"BEST Troop Saves Fuel"

**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

**JANUARY TO MARCH 2021**

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
						10364	10325	10	10335	29
1	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	46	10318	10364	10325	10	10335	29
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	42	9016	9058	8994	51	9045	13
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	16	953	969	934	1	935	34
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	20	7755	7775	7720	21	7741	34
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	263	263	260	3	263	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	4	204	208	202	0	202	6
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	8	8	8	0	8	0
9	4.13	Change of Name	Second billing cycle	176	8711	8887	8573	0	8573	314
10	4.13	Change of Category	Second billing cycle	45	653	698	669	0	669	29
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**

**JANUARY TO MARCH 2021**

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	10713	10713	10704	9	10713	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	1933	1933	1910	23	1933	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	1	1	1	0	1	0
18	7.2	Meter Reading	Once in every two months	0	3112452	3112452	3106761	5691	3112452	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	5265	14650	19915	15273	0	15273	4642
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	615	615	615	0	615	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2013	2799	4812	3663	0	3663	1149

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### B. E. S. & T. UNDERTAKING

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

**JANUARY TO MARCH 2021**

Sr.N o.	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

5/11/21  
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B. E. S. & T. UNDERTAKING

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

**JANUARY TO MARCH 2021**

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.)	
1	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	5265	14650	19915	15273	4642

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## B. E. S. & T. UNDERTAKING

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)

JANUARY TO MARCH 2021

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Ri = Restoration Time for each interruption event on i <sup>th</sup> 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	Jan. 21	188995	22.28	1039645	4210329	4.05
2	Feb. 21	231877	20.40	1039645	4731063	4.55
3	Mar.21	278643	23.96	1039645	6676093	6.42
<b>Total</b>		699515	22.33	1039645	15617484	15.02

### (ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Sum of Consumers of i <sup>th</sup> 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	Jan. 21	188995	188995	1039645	0.18
2	Feb. 21	231877	231877	1039645	0.22
3	Mar.21	278643	278643	1039645	0.27
<b>Total</b>		699515	699515	1039645	0.67

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

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Jan. 21	4.05	0.18	22.28
2	Feb. 21	4.55	0.22	20.40
3	Mar.21	6.42	0.27	23.96
<b>Total</b>		15.02	0.67	22.33

*[Handwritten Signature]*