

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/Com.1(1)/25~~ /2023

DATE : 2 MAR 2023

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.

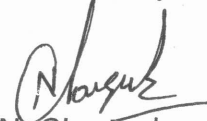
Sir,

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 III of FY 2022-23 (October to December 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”

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Annexure -III

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

October 2022 to December 2022

Sr.No.	Parameters	Area	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complairts 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	
	<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>	<i>e=c+d</i>	<i>f</i>	<i>g</i>	<i>h = f+g</i>	<i>i= e-h</i>
1	Intimation of charges where supply is dedicated or after extension / augmentation	Urban	244	10090	10334	9529	520	10049	285
2	New connection /add. Load where supply from existing line.	Urban	462	9035	9497	8674	318	8992	505
3	New connection/add. Load where supply after extension augmenntation	Urban	14	2005	2019	2000	6	2006	13
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 Line	Urban	4	154	158	142	10	152	6
6	Reconnection of supply after payment of dues	Urban	0	999	999	985	14	999	0
7	Change of Name	Urban	161	9678	9839	9594	0	9594	245
8	Channgae of Category	Urban	33	484	517	453	0	453	64
9	Fuse off call	Urban	0	13345	13345	13335	10	13345	0
10	Break down of Over head Line	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Urban	0	1736	1736	1727	9	1736	0
12	Transformer and Associated Switchgear Failure	Urban	0	9	9	9	0	9	0
13	Meter Reading	Urban	0	3084650	3084650	3021307	63343	3084650	0
14	Replacement of Faulty Meter	Urban	3850	12681	16531	13031	0	13031	3500
15	Replacement of Burnt Meter	Urban	0	524	524	506	18	524	0
16	Billing Complaint	Urban	1676	4023	5699	3944	0	3944	1755
17	Quality of Supply								
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

Signature

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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

October 2022 to December 2022

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/YYYY)
(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

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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 Meters (1 Phase / 3 Phase)

October 2022 to December 2022

Sr. No.	Name of Distribution 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		3850	12681	16531	13031	3500

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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

October 2022 to December 2022

Sr. no.	name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connection released during the Quarter (Nos.)	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 Quarter (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)

October 2022 to December 2022

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	Oct-22	202822	33.48	1047369	6790108	6.48
2	Nov-22	124868	30.84	1047369	3851516	3.68
3	Dec-22	140529	30.90	1047369	4342424	4.15
Total						14.31

(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	Oct-22	202822	202822	1047369	0.19
2	Nov-22	124868	124868	1047369	0.12
3	Dec-22	140529	140529	1047369	0.13
Total					0.45

(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	Oct-22	6.48	0.19	33.48
2	Nov-22	3.68	0.12	30.84
3	Dec-22	4.15	0.13	30.90
Total		14.31	0.45	32.00

(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	
<u>(1)</u>	<u>(2)</u>	<u>(3)</u>	<u>(4)</u>	<u>(5)</u>	<u>(6)</u>
1	Oct-22	42	41.02	1723	41.02
2	Nov-22	28	36.11	1011	36.11
3	Dec-22	21	26.10	548	26.10
Total		91		3282	36.07

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