

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 I(I)/ 72 /2020

DATE : 31/08/2020

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 I of FY 2020-21.

Thanking you,

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

Yours faithfully,



N N Chougule 31/08/2020

Chief Engineer (Regulatory)
BEST Undertaking

"BEST Travel 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

April to June: Q-1 of FY 2020-21

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
1	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	133	354	487	320	41	361	126
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	1328	382	1710	650	32	682	1028
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	116	36	152	35	1	36	116
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	17	174	191	175	5	180	11
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	5	5	3	0	3	2
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	49	2	51	2	0	2	49
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	3	9	12	9	2	11	1
9	4.13	Change of Name	Second billing cycle	9	86	95	39	2	41	54
10	4.13	Change of Category	Second billing cycle	11	96	107	91	0	91	16
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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							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	9575	9575	9534	41	9575	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	1107	1107	1085	22	1107	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	124207	124207	124207	0	124207	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	3862	2023	5885	1129	0	1129	4756
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	301	301	301	0	301	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2315	2176	4491	1830	0	1830	2661

Carried forward cases are inclusive of cases received in latter period of quarter and pending within the stipulated compliance period

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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

April to June Q I of FY2020-21

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

April to June Q-1 of FY 2020-21

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	3862	2023	5885	1129	4756

4

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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)

April 2020 to June 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	Apr-20	242388	22.76	1039645	5516211	5.31
2	May-20	193201	22.32	1039645	4312431	4.15
3	Jun-20	212737	21.05	1039645	4477302	4.31
Total		648326	22.07	1039645	14305944	13.76

(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	Apr-20	242388	242388	1039645	0.23
2	May-20	193201	193201	1039645	0.19
3	Jun-20	212737	212737	1039645	0.20
Total		648326	648326	1039645	0.62

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Apr-20	5.31	0.23	22.76
2	May-20	4.15	0.19	22.32
3	Jun-20	4.31	0.20	21.05
Total		13.76	0.62	22.07