ANNEXURE

Format for " Quality of Services (Standard of Peformance) of Distribution of Licensees"

Report for FY : (2009-10)

Licensee : B.E.S. & T. Undertaking

1.0 Reliability Indices : As per Regulation no. 10 of SOP

1.1 Overall Performance Indices for the Company : B.E.S.T. Undertaking

MONTH(of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
APR. 09	23.67	0.59	40.39
MAY '09	9.5	0.36	26.58
JUNE'09	10.24	0.38	26.87
JULY'09	20.61	0.63	32.96
AUG.09	11.04	0.4	27.70
SEP.09	9.48	0.3	31.15
OCT.09	8.79	0.3	29.33
NOV.09	9.65	0.32	30.63
DEC.09	8.17	0.26	32.01
JAN.10	6.93	0.24	29.25
FEB.10	8.61	0.27	31.8
MAR.10	13.41	0.33	40.55
YTD	140.10	4.38	31.99

ANNEXURE

Format for " Ouality of Services (Standard of Peformance) of Distribution of Licensees"

Report for FY : (2009-10)

1.2 Zone/Circle/Division-wise Performance Indices for the Company : South

MONTH(of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
APR. 09	8.33	0.26	31.72
MAY '09	2.17	0.1	22.65
JUNE'09	6.84	0.26	26.64
JULY'09	2.3	0.16	14.35
AUG.09	1.16	0.06	19.43
SEP.09	2.4	0.14	16.86
OCT.09	1.77	0.11	16.25
NOV.09	5.4	0.2	26.59
DEC.09	4.56	0.17	27.02
JAN.10	4.61	0.15	31.01
FEB.10	3.56	0.12	30.16
MAR.10	7.06	0.14	49.5
YTD	50.16	1.87	26.82

ANNEXURE

Format for " Ouality of Services (Standard of Peformance) of Distribution of Licensees"

Report for FY : (2009-10)

1.2 Zone/Circle/Division-wise Performance Indices for the Company : Central South

MONTH(of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
APR. 09	28.54	0.55	52.1
MAY '09	7.84	0.19	41.2
JUNE'09	8.35	0.26	31.95
JULY'09	19.95	0.48	41.42
AUG.09	8.63	0.19	44.88
SEP.09	10.35	0.29	35.75
OCT.09	8.88	0.32	27.97
NOV.09	5.55	0.17	31.9
DEC.09	6.18	0.26	23.76
JAN.10	3.97	0.15	27.30
FEB.10	5.17	0.19	27.71
MAR.10	9.71	0.27	35.56
YTD	123.12	3.32	37.08

ANNEXURE

Format for " Ouality of Services (Standard of Peformance) of Distribution of Licensees"

Report for FY : (2009-10)

1.2 Zone/Circle/Division-wise Performance Indices for the Company : Central North

MONTH(of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
APR. 09	18.25	0.65	27.95
MAY '09	11.08	0.64	17.22
JUNE'09	11.84	0.54	21.86
JULY'09	14.17	0.62	22.7
AUG.09	15.55	0.76	20.57
SEP.09	6.4	0.28	23.07
OCT.09	8.81	0.32	27.15
NOV.09	8.28	0.3	27.3
DEC.09	6.72	0.23	28.94
JAN.10	9	0.35	25.44
FEB.10	9.54	0.32	30.08
MAR.10	11.25	0.33	33.63
YTD	130.89	5.34	24.51

ANNEXURE

Format for " Ouality of Services (Standard of Peformance) of Distribution of Licensees"

Report for FY : (2009-10)

1.2 Zone/Circle/Division-wise Performance Indices for the Company : North East

MONTH(of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
APR. 09	57.04	1.21	47.02
MAY '09	20.09	0.65	30.8
JUNE'09	15.11	0.49	30.65
JULY'09	65.84	1.61	40.85
AUG.09	21.89	0.63	34.49
SEP.09	23.64	0.64	37
OCT.09	17.18	0.5	34.34
NOV.09	17.65	0.64	27.45
DEC.09	12.19	0.4	30.61
JAN.10	6.98	0.31	22.73
FEB.10	13.63	0.51	26.52
MAR.10	13.02	0.39	33.01
YTD	284.26	7.98	35.62

ANNEXURE

Format for " Ouality of Services (Standard of Peformance) of Distribution of Licensees"

Report for FY : (2009-10)

1.2 Zone/Circle/Division-wise Performance Indices for the Company : North West

MONTH(of the FY)	SAIDI (Minutes)	SAIFI (No.)	CAIDI (Minutes)
APR. 09	26.78	0.51	52.69
MAY '09	12.89	0.31	41.58
JUNE'09	11.75	0.41	28.32
JULY'09	24.75	0.79	31.2
AUG.09	14.75	0.49	29.93
SEP.09	12.87	0.33	38.91
OCT.09	13.22	0.35	37.68
NOV.09	17.74	0.5	35.65
DEC.09	15.6	0.3	52.07
JAN.10	9.18	0.24	38.53
FEB.10	12.24	0.31	38.95
MAR.10	21.63	0.39	55.52
YTD	193.40	4.93	39.23

2.0 **Quality of service**: **Annexure**

2.1	**Provision of supply** As per norms in Regulations 4.1 to 4.7 of SOP	1	2	3	4
		Total No. of requests received	No. (%) where service was provided within stipulated time		
			Inspection of applicant's premises	Intimation of charges	Provision of supply
		40951	40834 (99.71%)	40406 (98.67%)	39894 (97.42%)

2.2	**Restoration of supply** As per norms in Regulations 6.1 to 6.4 of SOP	1	2	3	4	5	6	7	8
		Normal Fuse off calls		(33kV/22kV/11kV/415V) Overhead line Breakdown		DTR failure *		Underground cable fault	
		No. of incidences / events	No. (%) where supply was restored within stipulated time	No. of incidences / events	No. (%) where supply was restored within stipulated time.	No. of incidences / events	No. (%) where supply was restored within stipulated time	No. of incidences / events	No. (%) where supply was restored within stipulated time
		51237	51237 (100%)	NA	NA	2386	2386 (100%)	18694	18694 (100%)

* DTR failure incidents / events are number of distribution transformer effected resulting in Off supply to downstream consumers due to various reasons like 11kV cable network fault, substation equipment failure, LV cable network faults / overloads, etc.

Annexure

2.3	Restoration of supply in case of Burnt Meters, as per norms in Regulations 7.1 of SOP	Total no. of complaints Received	No. (%) where defect was rectified within stipulated time.
		5176	5174 (99.96%)

2.4	Reconnection of Disconnected Consumers as per SOP norms Regulations 7.2 of SOP	Total no. of Requests / complaints Received	No. (%) where service was restored within stipulated time
		1320	1319 (99.92%)

3.0 **Quality of Supply**:

3.1	Voltage related complaints, as per norms in Regulation 5.1 of SOP	Total No. of incidences / Events	
		Voltage variation outside the specified range	Harmonics beyond control level, at the point of supply
		Nil	Nil

Annexure

4.0 **Other Services**:

4.1	Time Period for other services, from the date of application, as per Provisions of Regulations 9 of SOP	1	2	3	4	5	6	7	8
		Change of Name, as per Regulation 9.2 of SOP.		Change of Tariff Category, as per Regulation 9.2 of SOP		Reduction in Contract Demand, as per Regulation 9.3 of SOP		Closure of Account, as per Regulation 9.3 of SOP	
		Total no. of Requests / complaints received	No. (%) where service was provided within stipulated time	Total no. of requests / complaints received	No. (%) where service was provided within stipulated time	Total no. of requests / complaints received	No. (%) where service was provided within stipulated time	Total no. of requests / complaints received	No. (%) where service was provided within stipulated time
		32996	32996 (100%)	4690	4442 (94.71%)	40	40 (100%)	3350	1780 (53.13%)

Annexure

5.0 **Payment of Compensation to Persons / Consumers**:

	DETAILS / DESCRIPTION (As per Regulation 12 and Appendix 'A' of SOP, for instances of violation of SOP norms)	1	2	3	4	5	6	7	8
		Total Number of cases of Compensation paid by the Company (No.)	Compensation actually paid to Applicants / Consumers for instances of violations of SOP norms.						Number of cases of compensation pending (No.)
			By the Company on its own knowledge of default		On Applicant's claim for the compensation, without dispute		On decision by CGRF /Ombudsman		
			Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	
5.1	For delay in period for provision / giving Supply, as per norms in Regulations 4.1 to 4.7 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	1057
5.2	For delay in period for Restoration of Supply per norms in Regulations 6.1 to 6.4 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

Annexure

5.3	For delay in period for restoration of supply for metering / reconnection as per norms in Regulations 7 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	3
5.4	For not maintaining the Quality of Supply as per norms for maintaining voltage level or control of Harmonics in Regulations 5.1 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.5	For not maintaining the Consumer Charter / Services or Other Services as per norms in Regulations 8 as well as 9 of SOP	NIL	NIL	NIL	NIL	NIL	NIL	NIL	1818