

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

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous Quarter)	Cases / Complaints in current Qtr.	Total Cases / Complaints	January 2019 to March 2019			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	283	10570	10853	10496	38	10534	319
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	806	9176	9982	8956	72	9028	954
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	94	240	334	203	14	217	117
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	21	6450	6471	6328	123	6451	20
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	188	188	188	0	188	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	31	287	318	273	10	283	35
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	6	698	704	685	13	698	6
9	4.13	Change of Name	Second billing cycle	132	9187	9319	9210	1	9211	108
10	4.13	Change of Category	Second billing cycle	14	943	957	950	0	950	7
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	4	10559	10563	10538	16	10554	9
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	1524	1524	1510	14	1524	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	0	0	0	0	0	0
18	7.2	Meter Reading	Once in every two months	1147	2939750	2940897	2936396	0	2936396	4501
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	1599	18057	19656	17260	0	17260	2396
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	651	651	651	0	651	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3166	3031	6197	2762	195	2957	3240

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Annexure -II

Report of individual complaints where Compensation has been paid

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January 2019 to March 2019

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						nil		
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)

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January 2019 to March 2019

Sr.N o.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter (Nos)	Faulty Meters added during Quarters (Nos)	Total Faulty Meters (Nos)	Meters rectified/r eplaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	1599	18057	19656	17260	2396