

B. E. S. & T. UNDERTAKING

Annexure -III

Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

April 25 to June 25

Sr.N o.	Parameters	Area	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	
	<u>a</u>	<u>b</u>	<u>c</u>	<u>d</u>	<u>e=c+d</u>	<u>f</u>	<u>g</u>	<u>h = f+g</u>	<u>i= e-h</u>
1	Intimation of charges where supply is dedicated or after extension / augmentation	Urban	15	12161	12176	10948	1222	12170	6
2	New connection /add. Load where supply from existing line.	Urban	10	9954	9964	9228	721	9949	15
3	New connection/add. Load where supply after extension augmenntation	Urban	1	1698	1699	1673	24	1697	2
4	New connection / add. Load where supply after commissioning of sub-station	Urban	0	1	1	0	1	1	0
5	Shifting of Meter/Service Line	Urban	0	104	104	102	0	102	2
6	Reconnection of supply after payment of dues	Urban	0	574	574	570	4	574	0
7	Change of Name	Urban	348	9453	9801	9600	9	9609	192
8	Channgge of Category	Urban	124	465	589	479	0	479	110
9	Fuse off call	Urban	0	21871	21871	18059	29	18088	3783
10	Break down of Over head Line	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Urban	0	2971	2971	2945	26	2971	0
12	Transformer and Associated Switchgear Failure	Urban	0	18	18	18	0	18	0
13	Meter Reading	Urban	0	3174835	3174835	3072887	101948	3174835	0
14	Replacement of Faulty Meter	Urban	3830	2458	6288	1580	15	1595	4693
15	Replacement of Burnt Meter	Urban	0	266	266	266	0	266	0
16	Billing Complaint	Urban	5138	12087	17225	10392	0	10392	6833
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

Annexure -IV

Report of individual Complaints where Compensation has been Paid

Sr. No.	Complaint No.	Date of Filing Complaint / automatic Compensations	Consumer No.	Name and address of Consumer	Nature of complaint	Reference 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 Performance								

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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)

April 25 to June 25

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		3830	2458	6288	1595	4693

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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

April 25 to June 25

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