

B. E. S. & T. UNDERTAKING

Annexure -III

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

April 24 to March 25

| Sr. No. | Parameters | Area | Pending Cases / Complaint Nos. (Previous year) | Cases / Complaints in current year | Total Cases / Complaints | No. of Cases/complaints addressed | | | Pending Cases / Complaints at end of year |
|---------|----------------------------------------------------------------------------------|-----------------|------------------------------------------------|------------------------------------|--------------------------|-----------------------------------|---------------------------|-----------------------------------|-------------------------------------------|
| | | | | | | 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 chages where supply to dedicated or after extension / augmentation | Urban | 94 | 38889 | 38983 | 35002 | 3966 | 38968 | 15 |
| 2 | New connection /add. Load where supply from existing line. | Urban | 685 | 28618 | 29303 | 27363 | 1930 | 29293 | 10 |
| 3 | New connection/add. Load where supply after extension augmentation | Urban | 10 | 7527 | 7537 | 7333 | 203 | 7536 | 1 |
| 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 | 14 | 544 | 558 | 547 | 11 | 558 | 0 |
| 6 | Reconnection of supply after payment of dues | Urban | 0 | 2715 | 2715 | 2694 | 21 | 2715 | 0 |
| 7 | Change of Name | Urban | 152 | 38505 | 38657 | 38309 | 0 | 38309 | 348 |
| 8 | Channgge of Category | Urban | 43 | 1736 | 1779 | 1655 | 0 | 1655 | 124 |
| 9 | Fuse off call | Urban | 0 | 83483 | 83483 | 83414 | 69 | 83483 | 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 | 9436 | 9436 | 9384 | 52 | 9436 | 0 |
| 12 | Transformer and Associated Switchgear Failure | Urban | 0 | 52 | 52 | 52 | 0 | 52 | 0 |
| 13 | Meter Reading | Urban | 0 | 12636436 | 12636436 | 11910291 | 289130 | 12199421 | 437015 |
| 14 | Replacement of Faulty Meter | Urban | 4588 | 13085 | 17673 | 13719 | 124 | 13843 | 3830 |
| 15 | Replacement of Burnt Meter | Urban | 0 | 2187 | 2187 | 2187 | 0 | 2187 | 0 |
| 16 | Billing Complaint | Urban | 1486 | 31171 | 32657 | 27519 | 0 | 27519 | 5138 |
| 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 |

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Annexure -IV

**Standards of Performance Level by the Distribution Licensee
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Report of individual Complaints where Compensation has been Paid

April 24 to March 25

| 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 | Date 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 Standards of Performance

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Annexure -V

**Standards of Performance Level by the Distribution Licensee
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Report of action on Faulty Meters (1 Phase / 3 Phase)

April 24 to March 25

| Sr. No. | Name of Distribution Licensee | Reference to Overall Standards | Faulty Meters at start of the Year (Nos.) | Faulty Meters added during Year (Nos.) | Total Faulty Meters (Nos.) | Meters rectified / replaced (Nos.) | Faulty meters pending at end of Year(Nos.) |
|------------|-------------------------------------|--------------------------------------|----------------------------------------------------|-------------------------------------------------|----------------------------------|---------------------------------------------|-----------------------------------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) |
| 1 | BEST Undertaking, Mumbai | | 4588 | 13085 | 17673 | 13843 | 3830 |

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Annexure VI

**Standards of Performance Level by the Distribution Licensee
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Report of Installation of Meter

April 24 to March 25

| Sr. No. | name of Distribution Licensee | Total Agriculture Connections at start of the Year (Nos.) | Metered Agriculture Connections at start of the year (Nos.) | New Metered Agriculture Connection released during the year (nos.) | Unmetered Agriculture Connection at start of the year (Nos.) | New Unmetered Agriculture Connection released during the year (Nos.) | Meters installed to unmetered connection during the year (Nos) | Unmetered Agriculture Connection at end of the year (Nos.) | Metered Agriculture Connections at end of the year (Nos.) | Total Agriculture Connections at end of the year (Nos.) |
|---------|-------------------------------|-----------------------------------------------------------|-------------------------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9=6+7-8) | (10=4+5+8) | (11 = 9+10) |
| 1 | BEST Undertaking Mumbai | 2 | 2 | -1 | 0 | 0 | 0 | 0 | 1 | 1 |