

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	
a	b	c	d	e=c+d	f	g	h = f+g	i= e-h	
1	Intimation of charges 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	Change 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

B. E. S. & T. UNDERTAKING

Annexure -IV

Standards of Performance Level by the Distribution Licensee

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

Report of individual Complaints where Compensation has been Paid

April 24 to March 25

B. E. S. & T. UNDERTAKING

Annexure -V

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

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

B. E. S. & T. UNDERTAKING

Annexure VI

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

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