

**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 24 to June 24**

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	94	9970	10064	9198	777	9975	89
2	New connection /add. Load where supply from existing line.	Urban	685	6408	7093	6092	422	6514	579
3	New connection/add. Load where supply after extension augmenntation	Urban	10	1963	1973	1948	18	1966	7
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	97	111	101	4	105	6
6	Reconnection of supply after payment of dues	Urban	0	1032	1032	1021	11	1032	0
7	Change of Name	Urban	152	9227	9379	9160	0	9160	219
8	Channgge of Category	Urban	43	439	482	310	0	310	172
9	Fuse off call	Urban	0	25497	25497	25457	40	25497	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	2696	2696	2670	26	2696	0
12	Transformer and Associated Switchgear Failure	Urban	0	13	13	13	0	13	0
13	Meter Reading	Urban	0	3143308	3143308	2643528	62765	2706293	437015
14	Replacement of Faulty Meter	Urban	4588	1925	6513	1354	48	1402	5111
15	Replacement of Burnt Meter	Urban	0	568	568	568	0	568	0
16	Billing Complaint	Urban	1486	5702	7188	4362	0	4362	2826
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	Referne 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 Performane								

**B. E. S. & T. UNDERTAKING**

**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 24 to June 24**

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		4588	1925	6513	1402	5111

**B. E. S. & T. UNDERTAKING**

**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 24 to June 24**

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	2	2	0	0	0	0	0	2	2