

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

Jul 25 to Sept 25

Sr.No.	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	
a	b	c	d	e	f=d+e	g	h	I=g+h	j=f-i
1	Intimation of charges where supply is dedicated or after extension / augmentation	Urban	6	10840	10846	10159	668	10827	19
2	New connection /add. Load where supply from existing line.	Urban	15	8694	8709	7968	677	8645	64
3	New connection/add. Load where supply after extension augmentation	Urban	2	1399	1401	1382	19	1401	0
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	2	133	135	134	0	134	1
6	Reconnection of supply after payment of dues	Urban	0	342	342	337	5	342	0
7	Change of Name	Urban	192	9809	10001	9859	0	9859	142
8	Change of Category	Urban	110	499	609	549	0	549	60
9	Fuse off call	Urban	0	20507	20507	20499	8	20507	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	2527	2527	2513	14	2527	0
12	Transformer and Associated Switchgear Failure	Urban	0	11	11	11	0	11	0
13	Meter Reading	Urban	0	3179584	3179584	3064749	114835	3179584	0
14	Replacement of Faulty Meter	Urban	4693	1508	6201	3686	250	3936	2265
15	Replacement of Burnt Meter	Urban	0	452	452	384	0	384	68
16	Billing Complaint	Urban	6833	8567	15400	12274	202	12476	2924
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

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

Report of individual Complaints where Compensation has been Paid

Jul 25 to Sept 25

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 Metes (1 Phase / 3 Phase)

Jul 25 to Sept 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		4693	1508	6201	3936	2265

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

Jul 25 to Sept 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