

## 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                         | l=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 augmenntation               | 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      | Channgae 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   |

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

**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**

| 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       | <b>NIL</b>    |  |              |                              |                     |                                   |                         |  |

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

**Report of action on Faulty Meters (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   |

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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**

**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  |