

**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**

**January 25 to March 25**

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	
	<b>a</b>	<b>b</b>	<b>c</b>	<b>d</b>	<b>e=c+d</b>	<b>f</b>	<b>g</b>	<b>h=f+g</b>	<b>i=e-h</b>
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban	363	9863	10226	9291	920	10211	15
2	New connection /add. Load where supply from existing line.	Urban	60	8310	8370	8028	332	8360	10
3	New connection/add. Load where supply after extension augmentation	Urban	5	2203	2208	2127	80	2207	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	2	255	257	254	3	257	0
6	Reconnection of supply after payment of dues	Urban	0	517	517	517	0	517	0
7	Change of Name	Urban	582	10470	11052	10704	0	10704	348
8	Change of Category	Urban	92	483	575	451	0	451	124
9	Fuse off call	Urban	0	14363	14363	14355	8	14363	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	2010	2010	1999	11	2010	0
12	Transformer and Associated Switchgear Failure	Urban	0	8	8	8	0	8	0
13	Meter Reading	Urban	0	3167345	3167345	3104147	63198	3167345	0
14	Replacement of Faulty Meter	Urban	4181	4586	8767	4892	45	4937	3830
15	Replacement of Burnt Meter	Urban	14	323	337	337	0	337	0
16	Billing Complaint	Urban	5200	7743	12943	7805	0	7805	5138
17	<b>Quality of Supply</b>								
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**

**January 25 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	<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.

**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)****January 25 to March 25**

Sr. No.	Name of Distributin 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		4181	4586	8767	4937	3830

**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****January 25 to March 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 Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections 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	-1	0	0	0	0	1	1