

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**

July 21 to September 21

| 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 | |
| | <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 chages where supply to dedicated or after extension / augmentation | Urban | 34 | 6596 | 6630 | 6556 | 40 | 6596 | 34 |
| 2 | New connection /add. Load where supply from existing line. | Urban | 12 | 6336 | 6348 | 6163 | 185 | 6348 | 0 |
| 3 | New connection/add. Load where supply after extension augmenntation | Urban | 0 | 1239 | 1239 | 1225 | 4 | 1229 | 10 |
| 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 | 0 | 171 | 171 | 171 | 0 | 171 | 0 |
| 6 | Reconnection of supply after payment of dues | Urban | 0 | 192 | 192 | 192 | 0 | 192 | 0 |
| 7 | Change of Name | Urban | 266 | 9513 | 9779 | 9330 | 0 | 9330 | 449 |
| 8 | Channgce of Category | Urban | 15 | 614 | 629 | 583 | 0 | 583 | 46 |
| 9 | Fuse off call | Urban | 0 | 12911 | 12911 | 12891 | 20 | 12911 | 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 | 2226 | 2226 | 2214 | 12 | 2226 | 0 |
| 12 | Transformer and Associated Switchgear Failure | Urban | 0 | 28 | 28 | 28 | 0 | 28 | 0 |
| 13 | Meter Reading | Urban | 0 | 3126108 | 3126108 | 3110717 | 15391 | 3126108 | 0 |
| 14 | Replacement of Faulty Meter | Urban | 3746 | 9898 | 13644 | 9838 | 0 | 9838 | 3806 |
| 15 | Replacement of Burnt Meter | Urban | 0 | 820 | 820 | 820 | 0 | 820 | 0 |
| 16 | Billing Complaint | Urban | 1640 | 4268 | 5908 | 4465 | 249 | 4714 | 1194 |
| 17 | Quality of Supply | | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 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
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Report of individual Complaints where Compensation has been Paid

July 21 to September 21

| 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/YYYY0 |
|---------|---------------|---|--------------|------------------------------------|------------------------|---------------------------------------|----------------------------|---|
| (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

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Annexure -V

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Report of action on Faulty Meters (1 Phase / 3 Phase)

July 21 to September 21

| 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 | | 3746 | 9898 | 13644 | 9838 | 3806 |

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Annexure VI

**Standards of Performance Level by the Distribution Licensee
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Report of installation of Meter

July 21 to September 21

| Sr. no. | name of Distribution Licensee | Total Agriculture Connections at start of the Quarte (Nos.) | Metered Agriculture Connections at start of the Quarter (Nos.) | New Metered Agriculture Connection released during the Quarter (nos.0 | 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 | Nil | | | | | | | | |