

**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**

**October 21 to December 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	7762	7796	7728	38	7766	30
2	New connection /add. Load where supply from existing line.	Urban	0	6605	6605	6517	88	6605	0
3	New connection/add. Load where supply after extension augmenntation	Urban	10	604	614	612	2	614	0
4	New connection / add. Load where supply after commissioning of sub-station	Urban	0	516	516	512	4	516	0
5	Shifting of Meter/Service Li	Urban	0	126	126	126	0	126	0
6	Reconnection of supply after payment of dues	Urban	0	298	298	295	3	298	0
7	Change of Name	Urban	449	7955	8404	8109	0	8109	295
8	Change of Category	Urban	46	441	487	469	0	469	18
9	Fuse off call	Urban	0	12106	12106	12099	7	12106	0
10	Break down of Over head Li	Urban	0	0	0	0	0	0	0
11	Underground Cable fault /	Urban	0	2138	2138	2129	9	2138	0
12	Transformer and	Urban	0	19	19	19	0	19	0
13	Meter Reading	Urban	0	3127631	3127631	3097473	30158	3127631	0
14	Replacement of Faulty Meter	Urban	3806	13906	17712	14135	0	14135	3577
15	Replacement of Burnt Meter	Urban	0	819	819	819	0	819	0
16	Billing Complaint	Urban	1194	4906	6100	4717	455	5172	928
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**

**October 21 to December 2021**

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	<b>NIL</b>							
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**

**Standards of Performance Level by the Distribution Licensee  
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**Report of action on Faulty Metes (1 Phsae / 3 Phase)**

**October 21 to December 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		3806	13906	17712	14135	3577

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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****October 21 to December 21**

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	0	0	1 *	0	0	0	0	1	1

\*This is a change in Tariff case (Commercial to Agriculture) ID No. 7342731, Consumer No.202-002-920.