

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 23 to March 23

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	285	9746	10031	9328	378	9706	325
2	New connection /add. Load where supply from existing line.	Urban	505	8516	9021	7827	589	8416	605
3	New connection/add. Load where supply after extension augmenntation	Urban	13	2534	2547	2521	12	2533	14
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 Li	Urban	6	100	106	92	4	96	10
6	Reconnection of supply after payment of dues	Urban	0	1154	1154	1135	19	1154	0
7	Change of Name	Urban	245	10944	11189	10802	0	10802	387
8	Channgae of Category	Urban	64	506	570	509	0	509	61
9	Fuse off call	Urban	0	12000	12000	11995	5	12000	0
10	Break down of Over head Li	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Urban	0	1731	1731	1717	14	1731	0
12	Transformer and Associated Switchgear	Urban	0	8	8	8	0	8	0
13	Meter Reading	Urban	0	3116350	3116350	3104261	12089	3116350	0
14	Replacement of Faulty Meter	Urban	3500	7862	11362	8167	0	8167	3195
15	Replacement of Burnt Meter	Urban	0	645	645	645	0	645	0
16	Billing Complaint	Urban	1755	2497	4252	3262	0	3262	990
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

January 23 to March 23

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

**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 Phsae / 3 Phase)

January 23 to March 23

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		3500	7862	11362	8167	3195

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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

January 23 to March 23

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 Qurater (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