

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 22 to September 22

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 charges where supply is dedicated or after extension / augmentation	Urban	157	9712	9869	8847	778	9625	244
2	New connection /add. Load where supply from existing line.	Urban	332	9767	10099	9194	443	9637	462
3	New connection/add. Load where supply after extension augmenntation	Urban	12	2852	2864	2838	12	2850	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 Line	Urban	0	122	122	116	2	118	4
6	Reconnection of supply after payment of dues	Urban	0	920	920	918	2	920	0
7	Change of Name	Urban	259	8435	8694	8533	0	8533	161
8	Change of Category	Urban	55	419	474	441	0	441	33
9	Fuse off call	Urban	0	14874	14874	14859	15	14874	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	2252	2252	2235	17	2252	0
12	Transformer and Associated Switchgear Failure	Urban	0	7	7	7	0	7	0
13	Meter Reading	Urban	0	3120065	3120065	3086432	33633	3120065	0
14	Replacement of Faulty Meter	Urban	2153	10470	12623	8773	0	8773	3850
15	Replacement of Burnt Meter	Urban	0	497	497	497	0	497	0
16	Billing Complaint	Urban	1282	3986	5268	3592	0	3592	1676
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

July 22 to September 22

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/YYYY)
(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 Meters (1 Phase / 3 Phase)

July 22 to September 22

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		2153	10470	12623	8773	3850

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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

July 22 to September 22

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