

**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 2022 to December 2022**

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	
	<b><u>a</u></b>	<b><u>b</u></b>	<b><u>c</u></b>	<b><u>d</u></b>	<b><u>e=c+d</u></b>	<b><u>f</u></b>	<b><u>g</u></b>	<b><u>h = f+g</u></b>	<b><u>i= e-h</u></b>
1	Intimation of charges where supply is dedicated or after extension / augmentation	Urban	244	10090	10334	9529	520	10049	285
2	New connection /add. Load where supply from existing line.	Urban	462	9035	9497	8674	318	8992	505
3	New connection/add. Load where supply after extension augmenntation	Urban	14	2005	2019	2000	6	2006	13
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	4	154	158	142	10	152	6
6	Reconnection of supply after payment of dues	Urban	0	999	999	985	14	999	0
7	Change of Name	Urban	161	9678	9839	9594	0	9594	245
8	Channgge of Category	Urban	33	484	517	453	0	453	64
9	Fuse off call	Urban	0	13345	13345	13335	10	13345	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	1736	1736	1727	9	1736	0
12	Transformer and Associated Switchgear Failure	Urban	0	9	9	9	0	9	0
13	Meter Reading	Urban	0	3084650	3084650	3021307	63343	3084650	0
14	Replacement of Faulty Meter	Urban	3850	12681	16531	13031	0	13031	3500
15	Replacement of Burnt Meter	Urban	0	524	524	506	18	524	0
16	Billing Complaint	Urban	1676	4023	5699	3944	0	3944	1755
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 2022 to December 2022**

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	<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 Meters (1 Phase / 3 Phase)**

**October 2022 to December 2022**

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		3850	12681	16531	13031	3500

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**Annexure VI**

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

**October 2022 to December 2022**

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