

B. E. S. & T. UNDERTAKING

Annexure -I

**Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee**

April 2018 to March 19

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	Pending Cases / Complaint Nos. (previous year)	Cases / Complaints in current year	Total Cases / Complaints	No. of Cases/complaints addressed			Pending Cases / Complaints at end of the year
							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed	
	a	b	c	d	e	f=d+e	g	h	l=g+h	j=f-i
1	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	169	41722	41891	41320	252	41572	319
2	4.4	Intimation of charges where supply from existing lines	Fifteen (15) days for Class I Cities/Urban Areas and Twenty (20) days for Rural Areas	476	37100	37576	36227	395	36622	954
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	89	1002	1091	869	105	974	117
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	35	29336	29371	28925	426	29351	20
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	1	869	870	857	13	870	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	1	1	1	0	1	0
7	4.12	Shifting of Meter/Service Line	Seven (7) days for Class I Cities/Urban Areas and Fifteen (15) days for Rural Areas after receipt of necessary clearances and charges	9	833	842	785	22	807	35
8	6.10	Reconnection of supply after payment of dues	Eight (8) hours for Class I cities, Twenty Four (24) hours for Urban areas and Two (2) days for Rural areas	3	3352	3355	3312	37	3349	6
9	4.13	Change of Name	Second billing cycle	4	32396	32400	32285	7	32292	108
10	4.13	Channgae of Category	Second billing cycle	31	3067	3098	3091	0	3091	7
11	5.4(a)	Complaint of Voltage Variation -Local Fault	within 2 days	0	0	0	0	0	0	0
12	5.4(b)	Complaint of Voltage Varaiation -Net work	within 10 days	0	0	0	0	0	0	0

13	5.4(c)	Complaints of Voltage Variation - Expansion/augmentation required	within 120 days	0	0	0	0	0	0	0
14	6.1	Fuse off call	Three (3) hours for Class I cities, Four (4) hours for Urban areas and Eighteen (18) hours for Rural areas	0	66342	66342	66000	333	66333	9
15	6.2	Break down of Over head Line	Four (4) hours for Class I cities, Six (6) hours for Urban areas and Twenty Four (24) hours for Rural areas	0	0	0	0	0	0	0
16	6.3	Underground Cable fault	Eight (8) hours for Class I cities, Eighteen (18) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	8246	8246	8031	215	8246	0
17	6.4	Transformer failure	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	10	10	10	0	10	0
18	7.2	Meter Reading	Once in every two months	0	12152925	12152925	12143869	4555	12148424	4501
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	4690	72834	77524	75128	0	75128	2396
20	7.4	Replacement of Burnt Meter	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	3801	3801	3796	5	3801	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3868	15638	19506	15741	525	16266	3240

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Annexure -II

Report of individual complaints where Compensation has been paid
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April 2018 to March 19

Sr.No.	Complaint No.	Date of filing complaint	Consumer No.	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs)	Date of payment of Compensation (DD/MM/YYYY)
1	2	3	4	5	6	7	8	9
2	nil							
3								
4								
5								
6								
7								

NOTE -The report shall be prepared as per category of item for which the compensation is paid for non-observance of Standards of Performance

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Annexure - III

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

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April 2018 to March 19

Sr.No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the year (Nos)	Fault Meters added during year (Nos)	Total Faulty Meters (Nos)	Meters rectified/replaced (Nos.)	Faulty Meters pending at end of the year (Nos.)
1	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	4690	72834	77524	75128	2396