

**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**

**July 2019 to September 2019 (Q-II)**

Sr.No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	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	
	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	273	10159	10432	10323	39	10362	70
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	820	8634	9454	8653	69	8722	732
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	93	268	361	276	3	279	82
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	16	7330	7346	7253	84	7337	9
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	187	187	182	5	187	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	0	0	0	0	0	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	45	184	229	189	11	200	29
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	7	735	742	718	22	740	2
9	4.13	Change of Name	Second billing cycle	27	6812	6839	6794	1	6795	44
10	4.13	Change of Category	Second billing cycle	13	478	491	479	0	479	12
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 Variation -Net work	within 10 days	0	0	0	0	0	0	0

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							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
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	20742	20742	20702	40	20742	0
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	2714	2714	2653	61	2714	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	7	7	7	0	7	0
18	7.2	Meter Reading	Once in every two months	0	3089175	3089175	3082533	0	3082533	6642
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	1913	16532	18445	15021	0	15021	3424
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	1361	1361	1361	0	1361	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3028	2470	5498	2887	0	2887	2611

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Annexure -II

Report of individual complaints where Compensation has been paid  
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**July 2019 to September 2019 (Q-II)**

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)

Format for quarterly return to be submitted to the Commission by the Distribution Licensee

**July 2019 to September 2019 (Q-II)**

Sr.No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter (Nos)	Fault Meters added during Quarters (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	SoP clause 7.3	1913	16532	18445	15021	3424