

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**

April 23 to June 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 charges where supply is dedicated or after extension / augmentation	Urban	325	9449	9774	8711	759	9470	304
2	New connection /add. Load where supply from existing line.	Urban	605	7222	7827	6800	374	7174	653
3	New connection/add. Load where supply after extension augmenntation	Urban	14	1897	1911	1885	18	1903	8
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	10	136	146	136	0	136	10
6	Reconnection of supply after payment of dues	Urban	0	1086	1086	1079	7	1086	0
7	Change of Name	Urban	387	9207	9594	9214	0	9214	380
8	Channgge of Category	Urban	61	455	516	456	0	456	60
9	Fuse off call	Urban	0	21311	21311	21279	32	21311	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	2632	2632	2594	38	2632	0
12	Transformer and Associated Switchgear Failure	Urban	0	8	8	8	0	8	0
13	Meter Reading	Urban	0	3122957	3122957	3103542	19415	3122957	0
14	Replacement of Faulty Meter	Urban	3195	6044	9239	6614	0	6614	2625
15	Replacement of Burnt Meter	Urban	0	775	775	775	0	775	0
16	Billing Complaint	Urban	990	4374	5364	3616	13	3629	1735
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

April 23 to June 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/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
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Report of action on Faulty Meters (1 Phase / 3 Phase)

April 23 to June 23

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		3195	6044	9239	6614	2625

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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

April 23 to June 23

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	1	0	0	0	0	2	2