

**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 2020 to March 2021

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	133	24246	24379	24224	126	24350	29
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	1328	20386	21714	21509	192	21701	13
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	116	2308	2424	2377	13	2390	34
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	17	16465	16482	16332	116	16448	34
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	513	513	502	11	513	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	49	477	526	519	1	520	6
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	106	109	104	5	109	0
9	4.13	Change of Name	Second billing cycle	9	16709	16718	16402	2	16404	314
10	4.13	Change of Category	Second billing cycle	11	1670	1681	1652	0	1652	29
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	45119	45119	44994	125	45119	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	7270	7270	7133	137	7270	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	13	13	13	0	13	0
18	7.2	Meter Reading	Once in every two months	0	9357410	9357410	9257753	99657	9357410	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	3862	44766	48628	41986	0	43986	4642
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	2648	2648	2648	0	2648	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2315	17438	19753	18604	0	18604	1149

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Annexure -II

Report of individual complaints where Compensation has been paid  
Format for quarterly return to be submitted to the Commission by the Distribution Licensee

April 2020 to March 2021

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

April 2020 to March 2021

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	3862	44766	48628	43986	4642

*Signature*  
*SR*