

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 21 to June 21

Sr. No	Parameters	Area	Pending Cases / Complaint Nos. (Previous Quarter)	Complaints in current Qtr.	Total Complaints	No. of Complaints addressed			Pending Complaints at end of Qtr.
						Within Standards of Performance	More than stipulated time	Total Complaints redressed	
	<i>a</i>	<i>b</i>	<i>c</i>	<i>d</i>	<i>e = c+d</i>	<i>f</i>	<i>g</i>	<i>h = f+g</i>	<i>l = e-h</i>
1	Intimation of charges where supply to dedicated or after extension / augmentation	Urban	34	5415	5449	5282	133	5415	34
2	New connection /add. Load where supply from existing line.	Urban	34	4146	4180	4146	22	4168	12
3	New connection/add. Load where supply after extension augmenntation	Urban	0	606	606	599	7	606	0
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	6	98	104	103	1	104	0
6	Reconnection of supply after payment of dues	Urban	0	115	115	115	0	115	0
7	Change of Name	Urban	314	3747	4061	3795	0	3795	266
8	Change of Category	Urban	29	407	436	421	0	421	15
9	Fuse off call	Urban	0	14963	14963	14926	37	14963	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	2822	2822	2793	29	2822	0
12	Transformer and Associated Switchgear Failure	Urban	0	9	9	9	0	9	0
13	Meter Reading	Urban	0	3096184	3096184	3089317	6867	3096184	0
14	Replacement of Faulty Meter	Urban	4642	11446	16088	12342	0	12342	3746
15	Replacement of Burnt Meter	Urban	0	779	779	779	0	779	0
16	Billing Complaint	Urban	1149	4568	5717	4077	0	4077	1640
17	Quality of Supply		0	0	0	0	0	0	0
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

Report of individual Complaints where Compensation has been Paid

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

April 21 to June 21

Sr. No.	Complaint No.	Date of Filing Complaint / automatic Compensations	Consumer No.	Name and address of Consumer	Nature of complaint	Referne Standard of Perfomance	Amount of Compensations	Dat of payment of Compensation (DD/MM/YYYY0
(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

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

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

April 21 to June 21

Sr. No	Name of Distributin 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		4642	11446	16088	12342	3746

