

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**

January 22 to March 22

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	
	a	b	c	d	e=c+d	f	g	h = f+g	i= e-h
1	Intimation of chages where supply to dedicated or after extension / augmentation	Urban	30	7593	7623	7460	70	7530	93
2	New connection /add. Load where supply from existing line.	Urban	0	6714	6714	6506	99	6605	109
3	New connection/add. Load where supply after extension augmenntation	Urban	0	1146	1146	1135	7	1142	4
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 Li	Urban	0	195	195	192	3	195	0
6	Reconnection of supply after payment of dues	Urban	0	635	635	634	1	635	0
7	Change of Name	Urban	295	9622	9917	9448	0	9448	469
8	Change of Category	Urban	18	499	517	498	0	498	19
9	Fuse off call	Urban	0	10079	10079	10078	1	10079	0
10	Break down of Over head L	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Urban	0	1798	1798	1792	6	1798	0
12	Transformer and Associated Switchgear	Urban	0	10	10	10	0	10	0
13	Meter Reading	Urban	0	3134195	3134195	3110726	23469	3134195	0
14	Replacement of Faulty Meter	Urban	3577	12908	16485	13281	0	13281	3204
15	Replacement of Burnt Meter	Urban	0	571	571	571	0	571	0
16	Billing Complaint	Urban	928	3020	3948	3284	0	3284	664
17	Quality of Supply							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

**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

January 22 to March 22

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/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

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

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

January 22 to March 22

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		3577	12908	16485	13281	3204

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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

January 22 to March 22

Sr. no.	name of Distribution Licensee	Total Agriculture Connections at start of the Quarte (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connection released during the Quarter (nos.0	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 Qurater (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	0	0	0	0	0	1	1