

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 22 to June 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	93	8619	8712	8398	157	8555	157
2	New connection /add. Load where supply from existing line.	Urban	109	8080	8189	7724	133	7857	332
3	New connection/add. Load where supply after extension augmentation	Urban	4	1639	1643	1622	9	1631	12
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	133	133	133	0	133	0
6	Reconnection of supply after payment of dues	Urban	0	957	957	941	16	957	0
7	Change of Name	Urban	469	8907	9376	9117	0	9117	259
8	Channgge of Category	Urban	19	515	534	479	0	479	55
9	Fuse off call	Urban	0	22168	22168	22125	43	22168	0
10	Break down of Over head Li	Urban	0	0	0	0	0	0	0
11	Underground Cable fault / Bus Riser Fault	Urban	0	2716	2716	2692	24	2716	0
12	Transformer and Associated Switchgear	Urban	0	1	1	1	0	1	0
13	Meter Reading	Urban	0	3140039	3140039	3118744	21295	3140039	0
14	Replacement of Faulty Meter	Urban	3204	10221	13425	11272	0	11272	2153
15	Replacement of Burnt Meter	Urban	0	518	518	518	0	518	0
16	Billing Complaint	Urban	664	3757	4421	3139	0	3139	1282
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 22 to June 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 Metes (1 Phsae / 3 Phase)

April 22 to June 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		3204	10221	13425	11272	2153

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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 22 to June 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