

B. E. S. & T. UNDERTAKING

Annexure -III

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

Apr 21 to Mar 22

Sr.No.	Parameters	Area	Pending Cases / Complaint Nos. (previous year)	Cases / Complaints in current year	Total Cases / Complaints	No. of Cases/complaints addressed			Pending Cases / Complaints at end of year
						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	34	27366	27400	27026	281	27307	93
2	New connection /add. Load where supply from existing line.	Urban	34	23801	23835	23332	394	23726	109
3	New connection/add. Load where supply after extension augmenntation	Urban	0	3595	3595	3571	20	3591	4
4	New connection / add. Load where supply after commissioning of sub-station	Urban	0	516	516	512	4	516	0
5	Shifting of Meter/Service Li	Urban	6	590	596	592	4	596	0
6	Reconnection of supply after payment of dues	Urban	0	1240	1240	1236	4	1240	0
7	Change of Name	Urban	314	30837	31151	30682	0	30682	469
8	Change of Category	Urban	29	1961	1990	1971	0	1971	19
9	Fuse off call	Urban	0	50059	50059	49994	65	50059	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	8984	8984	8928	56	8984	0
12	Transformer and Associated Switchgear	Urban	0	66	66	66	0	66	0
13	Meter Reading	Urban	0	12484118	12484118	12408233	75885	12484118	0
14	Replacement of Faulty Meter	Urban	4642	48158	52800	49596	0	49596	3204
15	Replacement of Burnt Meter	Urban	0	2989	2989	2989	0	2989	0
16	Billing Complaint	Urban	1149	16762	17911	16543	704	17247	664
17	Quality of Supply		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

**Standards of Performance Level by the Distribution Licensee
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Report of individual Complaints where Compensation has been Paid

Apr 21 to Mar 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	Date 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 Yearly Return to be submitted to the Commission by the Distribution Licensee**

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

Apr 21 to Mar 22

Sr. No.	Name of Distributin Licensee	Reference to Overall Standards	Faulty Meters at start of the Year (Nos.)	Faulty Meters added during Year (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty meters pending at end of Year(Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	BEST Undertaking Mumbai		4642	48158	52800	49596	3204

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Annexure VI

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

Report of installation of Meter

Apr 21 to Mar 22

Sr. no.	name of Distribution Licensee	Total Agriculture Connections at start of the Year (Nos.)	Metered Agriculture Connections at start of the year (Nos.)	New Metered Agriculture Connection released during the year (nos.)	Unmetered Agriculture Connection at start of the year (Nos.)	New Unmetered Agriculture Connection released during the year (Nos.)	Meters installed to unmetered connection during the year (Nos)	Unmetered Agriculture Connection at end of the year (Nos.)	Metered Agriculture Connections at end of the year (Nos.)	Total Agriculture Connections at end of the year (Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9=6+7+8)	(10=4+5+8)	(11 = 9+10)
1	BEST Undertaking Mumbai	0	0	1	0	0	0	0	1	1