

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**

April 22 to March 23

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	
	<u>a</u>	<u>b</u>	<u>c</u>	<u>d</u>	<u>e=c+d</u>	<u>f</u>	<u>g</u>	<u>h = f+g</u>	<u>i= e-h</u>
1	Intimation of chages where supply to dedicated or after extension / augmentation	Urban	93	38167	38260	36102	1833	37935	325
2	New connection /add. Load where supply from existing line.	Urban	109	35398	35507	33419	1483	34902	605
3	New connection/add. Load where supply after extension augmenntation	Urban	4	9030	9034	8981	39	9020	14
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	509	509	483	16	499	10
6	Reconnection of supply after payment of dues	Urban	0	4030	4030	3979	51	4030	0
7	Change of Name	Urban	469	37964	38433	38046	0	38046	387
8	Channgge of Category	Urban	19	1924	1943	1882	0	1882	61
9	Fuse off call	Urban	0	62387	62387	62314	73	62387	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	8435	8435	8371	64	8435	0
12	Transformer and Associated Switchgear	Urban	0	25	25	25	0	25	0
13	Meter Reading	Urban	0	12461104	12461104	12330744	130360	12461104	0
14	Replacement of Faulty Meter	Urban	3204	41234	44438	41243	0	41243	3195
15	Replacement of Burnt Meter	Urban	0	2184	2184	2166	18	2184	0
16	Billing Complaint	Urban	664	14263	14927	13937	0	13937	990
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 Yearly Return to be submitted to the Commission by the Distribution Licensee**

Report of individual Complaints where Compensation has been Paid

April 22 to March 23

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	Date of payment of Compensation (DD/MM/YYYY0
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)

1	NIL							
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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 Metes (1 Phsae / 3 Phase)

April 22 to March 23

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		3204	41234	44438	41243	3195

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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

April 22 to March 23

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	1	1	0	0	0	0	0	1	1