

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 23 to March 24

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	325	33043	33368	30865	2409	33274	94
2	New connection /add. Load where supply from existing line.	Urban	605	30743	31348	28969	1694	30663	685
3	New connection/add. Load where supply after extension augmentation	Urban	14	7895	7909	7767	132	7899	10
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	10	507	517	487	16	503	14
6	Reconnection of supply after payment of dues	Urban	0	3817	3817	3781	36	3817	0
7	Change of Name	Urban	387	36969	37356	37204	0	37204	152
8	Channage of Category	Urban	61	2300	2361	2318	0	2318	43
9	Fuse off call	Urban	0	67437	67437	67383	54	67437	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	8602	8602	8548	54	8602	0
12	Transformer and Associated Switchgear Failure	Urban	0	34	34	35	0	35	-1
13	Meter Reading	Urban	0	12441753	12441753	12339052	102701	12441753	0
14	Replacement of Faulty Meter	Urban	3195	17777	20972	16384	0	16384	4588
15	Replacement of Burnt Meter	Urban	0	2405	2405	2405	0	2405	0
16	Billing Complaint	Urban	990	18393	19383	17884	13	17897	1486
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
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Report of individual Complaints where Compensation has been Paid

April 23 to March 24

Sr. No.	Complaint No.	Date of Filing Complaint / automatic Compensations	Consumer No.	Name and address of Consumer	Nature of complaint	Reference Standard of Performance	Amount of Compensations	Date of payment of Compensation (DD/MM/YYYY)
(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 Standards of Performance

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Annexure -V

**Standards of Performance Level by the Distribution Licensee
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Report of action on Faulty Meters (1 Phase / 3 Phase)

April 23 to March 24

Sr. No.	Name of Distribution 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		3195	17777	20972	16384	4588

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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 23 to March 24

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	1	0	0	0	0	2	2