

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**

July 24 to Sept 24

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	
	<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 charges where supply is dedicated or after extension / augmentation	Urban	89	10028	10117	8244	1299	9543	574
2	New connection /add. Load where supply from existing line.	Urban	579	7520	8099	6550	692	7242	857
3	New connection/add. Load where supply after extension augmenntation	Urban	7	1978	1985	1957	21	1978	7
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	6	100	106	100	0	100	6
6	Reconnection of supply after payment of dues	Urban	0	853	853	844	9	853	0
7	Change of Name	Urban	219	9375	9594	8898	0	8898	696
8	Channgge of Category	Urban	172	389	561	416	0	416	145
9	Fuse off call	Urban	0	25301	25301	25287	14	25301	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	2845	2845	2834	11	2845	0
12	Transformer and Associated Switchgear Failure	Urban	0	22	22	22	0	22	0
13	Meter Reading	Urban	0	3160772	3160772	3071245	89527	3160772	0
14	Replacement of Faulty Meter	Urban	5111	3340	8451	3780	0	3780	4671
15	Replacement of Burnt Meter	Urban	0	747	747	747	0	747	0
16	Billing Complaint	Urban	2826	10452	13278	6788	0	6788	6490
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

B. E. S. & T. UNDERTAKING

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

July 24 to Sept 24

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/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 Standrds of Performane								

B. E. S. & T. UNDERTAKING

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 Phsae / 3 Phase)

July 24 to Sept 24

Sr. No.	Name of Distribution 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		5111	3340	8451	3780	4671

B. E. S. & T. UNDERTAKING

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

July 24 to Sept 24

Sr. no.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connection released during the Quarter (Nos.)	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 Quarter (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	2	2	0	0	0	0	0	2	2