

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 23 to September 23

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 charges where supply is dedicated or after extension / augmentation	Urban	304	7887	8191	7353	653	8006	185
2	New connection /add. Load where supply from existing line.	Urban	653	8308	8961	7568	697	8265	696
3	New connection/add. Load where supply after extension augmenntation	Urban	8	2199	2207	2175	18	2193	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 Line	Urban	10	116	126	113	0	113	13
6	Reconnection of supply after payment of dues	Urban	0	872	872	864	8	872	0
7	Change of Name	Urban	380	9106	9486	9383	0	9383	103
8	Change of Category	Urban	60	612	672	568	0	568	104
9	Fuse off call	Urban	0	19833	19833	19819	14	19833	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	2405	2405	2395	10	2405	0
12	Transformer and Associated Switchgear Failure	Urban	0	15	15	15	0	15	0
13	Meter Reading	Urban	0	3150060	3150060	3126127	23933	3150060	0
14	Replacement of Faulty Meter	Urban	2625	4933	7558	4112	0	4112	3446
15	Replacement of Burnt Meter	Urban	0	629	629	629	0	629	0
16	Billing Complaint	Urban	1735	4973	6708	5668	0	5668	1040
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

July 23 to September 23

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								

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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 Meters (1 Phase / 3 Phase)

July 23 to September 23

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		2625	4933	7558	4112	3446

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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

July 23 to September 23

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

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Annexure - VII

Performance Report regarding Reliability Indices
Format for Quarterly Returns to be submitted to the Commission by the Distribution Licensee

(i) System Average Interruption Duration Index (SAIDI)

July 23 to September 23

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i th Feeder	Ri = Restoration Time for each interruption event on i th Feeder	Nt = Total No. of consumers of the Distribution Licensee area	Sum (Ri X Ni) for all Feeders excluding agri. Feeders	SAIDI = (6) / (5)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>
1	Jul-23	206221	27.94	1047987	5760980	5.50
2	Aug-23	199212	25.46	1047987	5072646	4.84
3	Sep-23	123966	28.14	1047987	3488756	3.33
Total						13.67

(ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i th Feeder	Sum of Consumers of i th feeder which had experienced interruptions = Sum Ni	Nt = Total No. of consumers of the Distribution Licensee area	SAIFI = (4) / (5)
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
1	Jul-23	206221	206221	1047987	0.20
2	Aug-23	199212	199212	1047987	0.19
3	Sep-23	123966	123966	1047987	0.12
Total					0.51

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
<u>(1)</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
1	Jul-23	5.50	0.20	27.94
2	Aug-23	4.84	0.19	25.46
3	Sep-23	3.33	0.12	28.14
Total		13.67	0.51	27.05

(iv) Customer Average Interruption Duration Index (CAIDI) For HT consumer

Sr. no.	Month	Ni=Number of Consumer who experienced a sustained interruption	Ri=Restoration time for each interruption event of HT Consumers	Sum, (Ri*Ni) for all HT Consumers	
<u>(1)</u>	<u>(2)</u>	<u>(3)</u>	<u>(4)</u>	<u>(5)</u>	<u>(6)</u>
1	Jul-23	36	27.36	985	27.36
2	Aug-23	36	28.61	1030	28.61
3	Sep-23	26	33.62	874	33.62
Total		98		2889	29.48