

**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**

**October 24 to December 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	
	<b>a</b>	<b>b</b>	<b>c</b>	<b>d</b>	<b>e=c+d</b>	<b>f</b>	<b>g</b>	<b>h = f+g</b>	<b>i= e-h</b>
1	Intimation of charges where supply is dedicated or after extension / augmentation	Urban	574	9028	9602	8269	970	9239	363
2	New connection /add. Load where supply from existing line.	Urban	857	6380	7237	6693	484	7177	60
3	New connection/add. Load where supply after extension augmenntation	Urban	7	1383	1390	1301	84	1385	5
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	92	98	92	4	96	2
6	Reconnection of supply after payment of dues	Urban	0	313	313	312	1	313	0
7	Change of Name	Urban	696	9433	10129	9547	0	9547	582
8	Channgge of Category	Urban	145	425	570	478	0	478	92
9	Fuse off call	Urban	0	18322	18322	18315	7	18322	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	1885	1885	1881	4	1885	0
12	Transformer and Associated Switchgear Failure	Urban	0	9	9	9	0	9	0
13	Meter Reading	Urban	0	3165011	3165011	3091371	73640	3165011	0
14	Replacement of Faulty Meter	Urban	4671	3234	7905	3693	31	3724	4181
15	Replacement of Burnt Meter	Urban	0	549	549	535	0	535	14
16	Billing Complaint	Urban	6490	7274	13764	8564	0	8564	5200
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**

**October 24 to December 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	<b>NIL</b>							
Note- The report shall be prepared as per category of item for which the compensation is paid for non-observance of Standrds 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)**

**October 24 to December 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		4671	3234	7905	3724	4181

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**Annexure VI**

**Standards of Performance Level by the Distribution Licensee  
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**Report of installation of Meter**

**October 24 to December 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