

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**

Oct 25 to Dec 25

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	f=d+e	g	h	i=g+h	j=f-i
1	Intimation of charges where supply is dedicated or after extension / augmentation	Urban	19	8436	8455	7525	925	8450	5
2	New connection /add. Load where supply from existing line.	Urban	64	7580	7644	7360	276	7636	8
3	New connection/add. Load where supply after extension augmenntation	Urban	0	1252	1252	1224	28	1252	0
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	1	98	99	96	3	99	0
6	Reconnection of supply after payment of dues	Urban	0	232	232	229	3	232	0
7	Change of Name	Urban	142	11099	11241	10841	0	10841	400
8	Change of Category	Urban	60	534	594	508	2	510	84
9	Fuse off call	Urban	0	14320	14320	14310	10	14320	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	2104	2104	2100	4	2104	0
12	Transformer and Associated Switchgear Failure	Urban	0	9	9	9	0	9	0
13	Meter Reading	Urban	0	3180718	3180718	3075913	104805	3180718	0
14	Replacement of Faulty Meter	Urban	2265	3276	5541	3440	115	3555	1986
15	Replacement of Burnt Meter	Urban	68	326	394	372	0	372	22
16	Billing Complaint	Urban	2924	6400	9324	6019	0	6019	3305
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

Oct 25 to Dec 25

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 Standrds of Performance.

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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)

Oct 25 to Dec 25

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		2265	3276	5541	3555	1986

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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

Oct 25 to Dec 25

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	1	1	0	0	0	0	0	1	1