

**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**

**January 24 to March 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 chages where supply to dedicated or after extension / augmentation	Urban	163	8488	8651	7882	675	8557	94
2	New connection /add. Load where supply from existing line.	Urban	692	7662	8354	7307	362	7669	685
3	New connection/add. Load where supply after extension augmentation	Urban	14	1871	1885	1807	68	1875	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	16	124	140	115	11	126	14
6	Reconnection of supply after payment of dues	Urban	0	1059	1059	1041	18	1059	0
7	Change of Name	Urban	111	9843	9954	9802	0	9802	152
8	Channgae of Category	Urban	76	509	585	542	0	542	43
9	Fuse off call	Urban	0	11303	11303	11301	2	11303	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	1783	1783	1781	2	1783	0
12	Transformer and Associated Switchgear Failure	Urban	0	5	5	5	0	5	0
13	Meter Reading	Urban	0	3026431	3026431	2987936	38495	3026431	0
14	Replacement of Faulty Meter	Urban	5829	2580	8409	3821	0	3821	4588
15	Replacement of Burnt Meter	Urban	0	476	476	476	0	476	0
16	Billing Complaint	Urban	1255	4344	5599	4113	0	4113	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  
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee**

**Report of individual Complaints where Compensation has been Paid**

**January 24 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	Dat 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 Performane								

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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)**

**January 24 to March 24**

Sr. No.	Name of Distributin 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		5829	2580	8409	3821	4588

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**Annexure VI**

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

**January 24 to March 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 Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections 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