

**B. E. S. & T. UNDERTAKING**

Standards of Performance Level by the Distribution Licensee

Annexure -I

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

October 2016 to December 2016 (Quarter III)

Sr. No.	SOP Regulation No.	Parameters	Stipulated Standards of Performance	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	g+h	j+f-i	
1	4.3	New connection - inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	692	9157	9849	9207	50	9257	592
2	4.4	Intimation of charges where supply from existing lines	Fifteen (15) days for Class I Cities/Urban Areas and Twenty (20) days for Rural Areas	1270	7463	8733	7359	44	7403	1330
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension / augmentation	Thirty (30) days	62	327	389	251	10	261	128
4	4.7	New connection/ add. load where supply from existing line	One (1) month	257	5538	5795	5506	10	5516	279
5	4.8	New connection/ add. Load where supply after extension / augmentation	Three (3) months	0	126	126	126	0	126	0
6	4.9	New connection/ add. load where supply after commissioning of sub-station	One (1) year	0	5	5	5	0	5	0
7	4.12	Shifting of Meter / service Line	Seven (7) days for Class I Cities/Urban Areas and Fifteen (15) days for Rural Areas after receipt of necessary clearances and charges	0	279	279	238	3	241	38
8	6.10	Reconnection of supply after payment of dues	Eight (8) hours for Class I cities, Twenty Four (24) hours for Urban areas and Two (2) days for Rural areas	0	1534	1534	1502	19	1521	13
9	4.13	Change of Name	Second billing cycle	572	7201	7773	7089	1	7090	683
10	4.13	Change of category	Second billing cycle	60	661	721	673	0	673	48
11	5.4(a)	Complaint of Voltage Variation - Local fault	within 2 days	0	0	0	0	0	0	0
12	5.4(b)	Complaint of Voltage Variation - Net work	within 10 days	0	0	0	0	0	0	0
13	5.4(c)	Complaint of Voltage Variation - Expansion / augmentation required	within 120 days	0	0	0	0	0	0	0
14	6.1	Fuse off call	Three (3) hours for Class I cities, Four (4) hours for Urban areas and Eighteen (18) hours for Rural areas	0	12519	12519	12485	34	12519	0
15	6.2	Breakdown of Overhead Line	Four (4) hours for Class I cities, Six (6) hours for Urban areas and Twenty Four (24) hours for Rural areas	0	0	0	0	0	0	0
16	6.3	Underground Cable fault	Eight (8) hours for Class I cities, Eighteen (18) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	1353	1353	1321	32	1353	0
17	6.4	Transformer failure	Eighteen (18) hours for Class I cities, Twenty Four (24) hours for Urban areas and Forty Eight (48) hours for Rural areas	0	6	6	6	0	6	0
18	7.2	Meter Reading	Once in every two months	0	3000000	3000000	3000000	0	3000000	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	2190	13323	15513	13090	48	13138	2375
20	7.4	Replacement of Burnt Meter	Eighteen (18) hours for Class I cities, Twenty Four (24) Hours for Urban areas and Forty Eight (48) hours for Rural areas	0	1136	1136	1127	9	1136	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle.	4334	3451	7785	3771	98	3869	3916

**B. E. S. & T. UNDERTAKING****Report of individual complaints where Compensation has been paid****Annexure -II****Format for quarterly return to be submitted to the Commission by the Distribution Licensee****October 2016 to December 2016 (Quarter III)**

Sr.No.	Complaint No.	Date of filing complaint	Consumer No.	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation (Rs)	Date of payment of Compensation (DD/MM/ YYYY)
1	2	3	4	5	6	7	8	9
2	nil							
3								
4								
5								
6								
7								

NOTE -The report shall be prepared as per category of item for which the compensation is paid for

**B. E. S. & T. UNDERTAKING**

Report of action on Faulty Meters (1 Phase /3 Phase)

Annexure - III

Format for quarterly return to be submitted to the Commission by the Distribution Licensee

**October 2016 to December 2016 (Quarter III)**

Sr.No o.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter (Nos)	Fault Meters added during Quarters (Nos)	Total Faulty Meters (Nos)	Meters rectified/r eplaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	2	3	4	5	6	7	8
1	<b>BEST Undertaking</b>	<b>SoP clause 7.3</b>	<b>2190</b>	<b>13323</b>	<b>15513</b>	<b>13138</b>	<b>2375</b>

**B. E. S. & T. UNDERTAKING**

Performance Report regarding Reliability Indices

Annexure - IV

Format for Monthly /Quarterly Returns to be submitted to the Commission by the Distribution Licensee

(i) System Average Interruption Duration Index (SAIDI)

Quarter III of 2016-17

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on ith	Ri = Restoration Time for each interruption event on ith Feeder	Nt = Total No. of consumers of the Distribution Licensee area	Sum (Ri X Ni) for all Feeders excluding agri. Feeders	SAIDI = (6) / (5)
	2	3	4	5	6	7
1	Oct-16	205416	25.56	1012342	5250827	5.19
2	Nov-16	146132	29.60	1012342	4325666	4.27
3	Dec-16	199906	32.54	1012342	6504880	6.43
<b>Total</b>		<b>551454</b>	<b>87.70</b>	<b>1012342</b>	<b>16081373</b>	<b>15.89</b>

(ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on ith Feeder	Sum of Consumers of ith feeder which had experienced interruptions = Sum Ni	Nt = Total No. of consumers of the Distribution Licensee area	SAIFI = (4) / (5)
	2	3	4	5	6
1	Oct-16	205416	205416	1012342	0.20
2	Nov-16	146132	146132	1012342	0.14
3	Dec-16	199906	199906	1012342	0.20
<b>Total</b>		<b>551454</b>	<b>551454</b>	<b>1012342</b>	<b>0.54</b>

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Oct-16	5.19	0.20	25.95
2	Nov-16	4.27	0.14	30.50
3	Dec-16	6.43	0.20	32.15
<b>Total</b>		<b>15.89</b>	<b>0.54</b>	<b>29.43</b>