

“Quality of Service (Standards of Performance) of Distribution Licensees”

Licensee: BEST

Report for FY: FY 2011-12

1.0 Reliability Indices: As per Regulations no. 10 of SOP.

1.1 Overall Performance Indices for the Company:

For the FY	SAIFI (No.)	SAIDI (Minutes)	CAIDI (Minutes)
April'11 – March'12	4.33	148.58	34.31

2.0 Quality of service:

2.1 Provision of supply: As per norms in Regulations 4.1 to 4.7 of SOP.	1	2	3	4
	Total No. of requests received.	No. (%) where service was provided within stipulated time.		
		Inspection of applicant's premises	Intimation of charges	Provision of supply
FY 2011-12	32880	90.80%	90.36%	98.08%

2.2 Restoration of supply: As per norms in Regulations 6.1 to 6.4 of SOP.	1	2	3	4	5	6	7	8
	Normal Fuse off calls		(33kV/ 22kV/ 11kV/ 415v) Overhead line Breakdown		DTR failure		Underground cable fault	
	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.
FY 2011-12	69769	100%	NA	NA	1721	100%	29387	100%

2.3	Restoration of supply in case of Burnt Meters , as per norms in Regulations 7.1 of SOP.	Total no. of Complaints Received.	No. (%) where defect was rectified within stipulated time.
	FY 2011-12	3793	100%

2.4	Reconnection of Disconnected Consumers , as per SOP norms-Regulations 7.2 of SOP.	Total no. of Requests/ Complaints Received.	No. (%) where service was restored within stipulated time.
	FY 2011-12	460	99%

3.0 Quality of Supply:

3.1	Voltage related complaints , as per norms in Regulations 5.1 of SOP.)	Total No. of Incidences/ Events.	
		Voltage variation outside the specified range.	Harmonics beyond control level, at the point of supply
	FY 2011-12	NIL	NIL

4.0 Other Services:

4.1	Time Period for other services , from the date of application, as per Provisions of Regulations 9 of SOP	1	2	3	4	5	6	7	8
		Change of Name, as per Regulation 9.2 of SOP.		Change of Tariff Category, as per Regulation 9.2 of SOP.		Reduction in Contract Demand, as per Regulation 9.3 of SOP.		Closure of Account, as per Regulation 9.3 of SOP.	
		Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.
	FY 2011-12	28358	98%	2379	98%	62	100%	1701	79.66%

