"Quality of Service (Standards of Performance) of Distribution Licensees"

<u>Licensee:</u> *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	SAIDI	CAIDI
	(No.)	(Minutes)	(Minutes)
April'11 – March'12	4.33	148.58	34.31

2.0 Quality of service:

2.1	Provision of supply:	1	2	3	4		
	As per norms in Regulations 4.1 to 4.7 of SOP.	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:	1	2	3	4	5	6	7	8 d cable fault No. (%) where supply was
	As per norms in Regulations 6.1 to 6.4 of SOP.	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	` '
	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.			
Ĺ		FY 2011-12	460	99%			

3.0 Quality of Supply:

3.1	Voltage related complaints , as per	Total No. of Incidences/ Events.			
	norms in Regulations 5.1 of SOP.)	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	1	2	3	4	5	6	7	8
	services, from the date of application, as per Provisions of Regulations 9 of SOP	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%

5.0 Payment of Compensation to Persons/ Consumers:

		1	2	3	4	5	6	7	8
	<u>DETAILS/</u> <u>DESCRIPTION</u> (As per Regulation 12 and Appendix 'A' of SOP,	Total Number of cases of compensation	Penalty actually paid to Applicants/ Consumers for instances of By the Company on its own knowledge of default Compensation without dispute			of violations of SOP norms. On decision by CGRF/ Ombudsman		Number of cases of compensation	
	for instances of violation of SOP norms.)	paid by the Company. (No.)	Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	pending. (No.)
5.1	For delay in period for provision/ giving Supply, as per norms in Regulations 4.1 to 4.7 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	631
5.2	For delay in period for Restoration of Supply per norms in Regulations 6.1 to 6.4 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.3	For delay in period for Restoration of Supply for Metering/ Reconnection as per as per norms in Regulations 7 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	5
5.4	For not maintaining the Quality of Supply as per norms for maintaing voltage level or control of Harmonics in Regulations 5.1 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.5	For not maintaining the Consumer Charter/ Services or Other Services as per norms in Regulations 8 as well as 9 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	905