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

Licensee: BEST

Report for FY: 2013-14

- **1.0** <u>Reliability Indices:</u> As per Regulations no. 10 of SOP.
- 1.1 Overall Performance Indices for the Company:

For the FY	<u>SAIFI</u>	<u>SAIDI</u>	CAIDI
	(No.)	(Minutes)	(Minutes)
April'13 – March'14	3.64	151.11	41.51

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	No. (%) where service was provided within stipulated time.				
		requests received.	Inspection of applicant's premises	Intimation of charges	Provision of supply		
	FY 2013-14	27326	94.30%	90.80%	99.80%		

2.2	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 2013-14	49801	100%	Nil	N/A	1389	100%	25986	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 2013-14	7097	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 2013-14	1602	98.75 %

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 2013-14	NIL	NIL	

4.0 Other Services:

4.1	Time Period for other	1	2	3	4	5	6	7	8	
	services, from the date		Change of Name, as per		Change of Tariff Category, as		Reduction in Contract		Closure of Account, as per	
	of application, as per	Regulation	n 9.2 of SOP.	per Regula	ation 9.2 of SOP.		per Regulation	Regulation	9.3 of SOP.	
	Provisions of Regulations					9.3 (of SOP.			
	9 of SOP		No. (%) where		No. (%) where		No. (%) where		No. (%) where	
		Total no. of	service was	Total no. of	service was	Total no. of	service was	Total no. of	service was	
		Requests/	provided within	Requests/	provided within	Requests/	provided	Requests/	provided	
		Complaints	stipulated time.	Complaints	stipulated time.	Complaints	within	Complaints	within	
		Received.		Received.		Received.	stipulated	Received.	stipulated	
							time.		time.	
	FY 2013-14	26294	97.64%	2151	86.05 %	26	100%	1583	95.26 %	

5.0 Payment of Compensation to Persons/ Consumers:

		1	2	3	4	5	6	7	8
	DETAILS/ DESCRIPTION (As per Regulation 12 of case			Penalty actually paid to Applicants/ Consumers for instances of violations of SOP norms.By the Company on its ownOn Applicant's claim for theOn decision by CGRF/					Number of
	and Appendix 'A' of SOP, for instances of violation	compensation paid by the	knowledge of default		compensation without dispute		Ombudsman		cases of compensation
	of SOP norms.)	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	50
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	23
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	20
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	994