

B. E. S. & T. UNDERTAKING

Annexure -I

Standards of Performance Level by the Distribution Licensee
Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

July 2018 to September 2018

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	l=g+h	j=f-l
1	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	199	10625	10824	10562	58	10620	204
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	663	9732	10395	9549	137	9686	709
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	85	171	256	154	21	175	81
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	26	8027	8053	7917	112	8029	24
5	4.8	New connection/add. Load where supply after extension augmentation	Three (3) months	0	212	212	208	4	212	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	0	0	0	0	0	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	15	122	137	116	7	123	14
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	5	532	537	526	5	531	6
9	4.13	Change of Name	Second billing cycle	25	7455	7480	7420	6	7426	54
10	4.13	Change of Category	Second billing cycle	17	682	699	675	0	675	24
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

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							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
13	5.4(c)	Complaints 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	18788	18788	18717	71	18788	0
15	6.2	Break down of Over head 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	2172	2172	2129	43	2172	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	3	3	3	0	3	0
18	7.2	Meter Reading	Once in every two months	140	3060489	3060629	3053885	4555	3058440	2189
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	3470	16237	19707	17885	0	17885	1822
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	1063	1063	1059	4	1063	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3991	4164	8155	5091	125	5216	2939
							82011	593	82604	

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Annexure -II

Report of individual complaints where Compensation has been paid
Format for quarterly return to be submitted to the Commission by the Distribution Licensee

July 2018 to September 2018

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 non-observance of Standards of Performance

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Annexure - III

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

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July 2018 to September 2018

Sr.No.	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/replaced (Nos.)	Faulty Meters pending at end of Quarter (Nos.)
1	2	3	4	5	6	7	8
1	BEST Undertaking	SoP clause 7.3	3470	16237	19707	17885	1822

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Annexure - IV

Performance Report regarding Reliability Indices
Format for Quarterly Returns to be submitted to the Commission by the Distribution Licensee

(i) System Average Interruption Duration Index (SAIDI)

July 2018 to September 2018

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i th Feeder	Ri = Restoration Time for each interruption event on i th 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	Jul-18	300861	28.20	1026337	8483989	8.27
2	Aug-18	166076	29.20	1026337	4849530	4.73
3	Sep-18	269216	22.19	1026337	5974166	5.82
Total		736153	79.59	1026337	19307685	18.81

(ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i th Feeder	Sum of Consumers of i th 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	Jul-18	300861	300861	1026337	0.29
2	Aug-18	166076	166076	1026337	0.16
3	Sep-18	269216	269216	1026337	0.26
Total		736153	736153	1026337	0.72

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Jul-18	8.27	0.29	28.20
2	Aug-18	4.73	0.16	29.20
3	Sep-18	5.82	0.26	22.19
Total		18.81	0.72	26.23