

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**

October 2017 to December 2017 (Q-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	l=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	102	12634	12736	12617	7	12624	112
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	255	11935	12190	11813	30	11843	347
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	69	174	243	167	3	170	73
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	49	8142	8191	7318	499	7817	374
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	15	163	178	140	0	140	38
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	1	5	6	6	0	6	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	5	143	148	134	0	134	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	1	1085	1086	1079	2	1081	5
9	4.13	Change of Name	Second billing cycle	79	7169	7248	7086	3	7089	159
10	4.13	Change of Category	Second billing cycle	50	698	748	690	0	690	58
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	i=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	12620	12620	12568	52	12620	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	1549	1549	1520	29	1549	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	0	3043753	3043753	3043753	0	3043753	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	12890	18006	30896	18236	162	18398	12498
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	1266	1266	1262	4	1266	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	4346	3509	7855	3496	84	3580	4275

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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

October 2017 to December 2017 (Q-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 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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October 2017 to December 2017 (Q-III)

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	12890	18006	30896	18398	12498

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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)

October 2017 to December 2017 (Q-III)

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	Oct-17	232070	27.08	1014753	6283760	6.19
2	Nov-17	220890	23.48	1014753	5187263	5.11
3	Dec-17	225372	23.63	1014753	5324677	5.25
Total		678332	74.19	1014753	16795700	16.55

(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	Oct-17	232070	232070	1014753	0.23
2	Nov-17	220890	220890	1014753	0.22
3	Dec-17	225372	225372	1014753	0.22
Total		678332	678332	1014753	0.67

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Oct-17	6.19	0.23	27.08
2	Nov-17	5.11	0.22	23.48
3	Dec-17	5.25	0.22	23.63
Total		16.55	0.67	24.76