

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**

January 2018 to March 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-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	112	13306	13418	12755	494	13249	169
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	347	12688	13035	12322	237	12559	476
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	73	266	339	235	15	250	89
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	374	8820	9194	8702	457	9159	35
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	38	95	133	129	3	132	1
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	3	3	3	0	3	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	14	151	165	156	0	156	9
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	860	865	848	14	862	3
9	4.13	Change of Name	Second billing cycle	159	5815	5974	5961	9	5970	4
10	4.13	Change of Category	Second billing cycle	58	542	600	569	0	569	31
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

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

January 2018 to March 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	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	11177	11177	11149	28	11177	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	1467	1467	1451	16	1467	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	3054069	3054069	3054069	0	3054069	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	12498	19292	31790	27100	0	27100	4690
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	765	765	763	2	765	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	4275	2490	6765	2805	92	2897	3868
							84951	1367	86318	

B. E. S. & T. UNDERTAKING

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

January 2018 to March 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

B. E. S. & T. UNDERTAKING

Annexure - III

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

Format for quarterly return to be submitted to the Commission by the Distribution Licensee

January 2018 to March 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	12498	19292	31790	27100	4690

B. E. S. & T. UNDERTAKING

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)

January 2018 to March 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	Jan-18	240419	24.71	1014753	5941818	5.86
2	Feb-18	214096	27.70	1014753	5931324	5.85
3	Mar-18	301361	21.96	1014753	6618657	6.52
Total		755876	74.38	1014753	18491799	18.22

(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	Jan-18	240419	240419	1014753	0.24
2	Feb-18	214096	214096	1014753	0.21
3	Mar-18	301361	301361	1014753	0.30
Total		755876	755876	1014753	0.74

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Jan-18	5.86	0.24	24.71
2	Feb-18	5.85	0.21	27.70
3	Mar-18	6.52	0.30	21.96
Total		18.22	0.74	24.46