

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**

April 2017 to June 2017 (Q-I of 2017-18)

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	551	11878	12429	12123	83	12206	223
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	1135	10959	12094	11358	177	11535	559
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	74	1197	1271	1183	19	1202	69
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	243	6061	6304	5975	124	6099	205
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	15	88	103	88	0	88	15
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	3	137	140	121	14	135	5
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	1345	1346	1269	76	1345	1
9	4.13	Change of Name	Second billing cycle	824	7927	8751	8635	0	8635	116
10	4.13	Channgge of Category	Second billing cycle	76	1532	1608	1577	0	1577	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 Variatation -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	l=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	14659	14659	14540	119	14659	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	2453	2453	2388	65	2453	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	0	0	0	0	0	0
18	7.2	Meter Reading	Once in every two months	0	2993479	2993479	2993479	0	2993479	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	5425	12450	17875	6955	11	6966	10909
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	1188	1188	1187	1	1188	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2295	4843	7138	2903	114	3017	4121

Carried forward cases are inclusive of cases received in latter period of quarter and pending within the stipulated compliance period

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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

April 2017 to June 2017 (Q- I of 2017-18)

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)

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

April 2017 to June 2017 (Q-I of 2017-18)

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	5425	12450	17875	6966	10909

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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)

April 2017 to June 2017 (Q- I of 2017-18)

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	Apr.17	254114	27.19	1014753	6908519	6.81
2	Mai.17	199654	29.78	1015568	5945088	5.85
3	Jun.17	286662	23.90	1015329	6850034	6.75
Total		740430	80.86	1015329	19703642	19.41

(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	Apr.17	254114	254114	1014753	0.25
2	Mai.17	199654	199654	1015568	0.20
3	Jun.17	286662	286662	1015329	0.28
Total		740430	740430	1015329	0.73

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Apr.17	6.81	0.25	27.24
2	Mai.17	5.85	0.20	29.25
3	Jun.17	6.75	0.28	24.11
Total		19.41	0.73	26.59