

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 2017 to March 2017 (Q-IV of FY 2016-17)

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	592	11039	11631	11076	4	11080	551
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	1330	9575	10905	9741	29	9770	1135
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	128	296	424	343	7	350	74
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	279	7075	7354	7096	15	7111	243
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	168	168	151	2	153	15
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	27	27	27	0	27	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	38	332	370	355	12	367	3
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	13	5642	5655	5635	19	5654	1
9	4.13	Change of Name	Second billing cycle	683	7993	8676	7838	14	7852	824
10	4.13	Channgae of Category	Second billing cycle	48	633	681	605	0	605	76
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 Varaiation -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 2017 to March 2017 (Q-IV of FY 2016-17)

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
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	10956	10956	10926	30	10956	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	1371	1371	1354	17	1371	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	5	5	5	0	5	0
18	7.2	Meter Reading	Once in every two months	0	3062889	3062889	3062889	0	3062889	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	2375	17834	20209	14758	26	14784	5425
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	920	920	920	0	920	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3916	2305	6221	3824	102	3926	2295

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

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 2017 to March 2017 (Q-IV of FY 2016-17)

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 2017 to March 2017 (Q-IV of FY 2016-17)

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	2375	17834	20209	14784	5425

B. E. S. & T. UNDERTAKING

Annexure - IV

Performance Report regarding Reliability Indices

Format for Monthly /Quarterly Returns to be submitted to the Commission by the Distribution Licensee

(i) System Average Interruption Duration Index (SAIDI)

Quarter IV of 2016-17

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on ith Feeder	Ri = Restoration Time for each interruption event on ith 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-17	175414	28.86	1012342	5061764	5.00
2	Feb-17	183210	27.51	1012342	5040936	4.98
3	Mar-17	198287	26.85	1012342	5323601	5.26
Total		556911	83.22	1012342	15426301	15.24

(ii) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on ith Feeder	Sum of Consumers of ith 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-17	175414	175414	1012342	0.17
2	Feb-17	183210	183210	1012342	0.18
3	Mar-17	198287	198287	1012342	0.20
Total		556911	556911	1012342	0.55

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Jan-17	5.00	0.17	29.41
2	Feb-17	4.98	0.18	27.67
3	Mar-17	5.26	0.20	26.30
Total		15.24	0.55	27.71