

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 2017 to Sep 2017 (Q-II)

| 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 | 223 | 12206 | 12429 | 12320 | 7 | 12327 | 102 |
| 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 | 559 | 10815 | 11374 | 11063 | 56 | 11119 | 255 |
| 3 | 4.5 & 4.6 | Intimation of charges where supply to dedicated or after extension/augmentation. | Thirty (30) days | 69 | 215 | 284 | 208 | 7 | 215 | 69 |
| 4 | 4.7 | New connection /add. Load where supply from existing line. | One (1) month | 205 | 9142 | 9347 | 9040 | 258 | 9298 | 49 |
| 5 | 4.8 | New connection/add. Load where supply after extension augmenntation | Three (3) months | 15 | 105 | 120 | 102 | 3 | 105 | 15 |
| 6 | 4.9 | New connection / add. Load where supply after commissioning of sub-station | One (1) year | 0 | 4 | 4 | 3 | 0 | 3 | 1 |
| 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 | 218 | 223 | 214 | 4 | 218 | 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 | 755 | 756 | 748 | 7 | 755 | 1 |
| 9 | 4.13 | Change of Name | Second billing cycle | 116 | 7854 | 7970 | 7888 | 3 | 7891 | 79 |
| 10 | 4.13 | Channgae of Category | Second billing cycle | 31 | 825 | 856 | 804 | 2 | 806 | 50 |
| 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 |

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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 | 18182 | 18182 | 18101 | 81 | 18182 | 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 | 2763 | 2763 | 2679 | 84 | 2763 | 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 | 6 | 6 | 6 | 0 | 6 | 0 |
| 18 | 7.2 | Meter Reading | Once in every two months | 0 | 3037215 | 3037215 | 3037215 | 0 | 3037215 | 0 |
| 19 | 7.3 | Replacement of Faulty Meter | Within subsequent billing cycle | 10909 | 10080 | 20989 | 8068 | 31 | 8099 | 12890 |
| 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 | 1796 | 1796 | 1740 | 56 | 1796 | 0 |
| 21 | 7.6,7.7 | Billing Complaint | During subsequent billing cycle | 4121 | 3544 | 7665 | 3220 | 99 | 3319 | 4346 |

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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 2017 to Sep 2017 (Q-II)

| 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

July 2017 to Sep 2017 (Q-II)

| 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 | 10909 | 10080 | 20989 | 8099 | 12890 |

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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 2017 to Sep 2017 (Q-II)

| 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-17 | 305194 | 30.16 | 1014753 | 9203323 | 9.07 |
| 2 | Aug-17 | 230291 | 28.48 | 1014753 | 6558182 | 6.46 |
| 3 | Sep-17 | 306926 | 29.77 | 1014753 | 9137037 | 9.00 |
| Total | | 842411 | 88.40 | 1014753 | 24898542 | 24.54 |

(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-17 | 305194 | 305194 | 1014753 | 0.30 |
| 2 | Aug-17 | 230291 | 230291 | 1014753 | 0.23 |
| 3 | Sep-17 | 306926 | 306926 | 1014753 | 0.30 |
| Total | | 842411 | 842411 | 1014753 | 0.83 |

(iii) Consumer Average Interruption Duration Index (CAIDI)

| Sr. No. | Month | SAIDI | SAIFI | SAIDI / SAIFI |
|--------------|---------------|--------------|-------------|---------------|
| | 2 | 3 | 4 | 5 |
| 1 | Jul-17 | 9.07 | 0.30 | 30.16 |
| 2 | Aug-17 | 6.46 | 0.23 | 28.48 |
| 3 | Sep-17 | 9.00 | 0.30 | 29.77 |
| Total | | 24.54 | 0.83 | 29.56 |