

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 2016 to June 2016 (Q-I)

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
1	4.3	New Connection - Inspection of premises	Seven (7) days for Class I Cities/Urban Areas and Ten (10) days for Rural Areas	348	11474	11822	11311	27	11338	484
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	697	9630	10327	9338	18	9356	971
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	95	241	336	243	8	251	85
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	124	7931	8055	7829	44	7873	182
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	242	242	241	1	242	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	5	5	5	0	5	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	0	135	135	135	0	135	0
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	0	5062	5062	5052	10	5062	0
9	4.13	Change of Name	Second billing cycle	636	6756	7392	6967	9	6976	416
10	4.13	Channgce of Category	Second billing cycle	32	688	720	651	0	651	69

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
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
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	20708	20708	20476	232	20708	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	2488	2488	2372	116	2488	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	2988785	2988785	2988335	0	2988335	450
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	314	13748	14062	12879	191	13070	992
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	1362	1362	1362	0	1362	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3853	4954	8807	4336	99	4435	4372

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

April 2016 to June 2016 (Q-I)

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 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

April 2016 to June 2016 (Q-I)

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	314	13748	14062	13070	992

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)**

April 2016 to June 2016 (Q-I)

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-16	305319	25.00	1012342	7633728	7.54
2	May-16	394213	26.68	1012342	10517124	10.39
3	Jun-16	343664	27.27	1012342	9372567	9.26
Total		1043196	78.95	1012342	27523420	27.19

(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-16	305319	305319	1012342	0.30
2	May-16	394213	394213	1012342	0.39
3	Jun-16	343664	343664	1012342	0.34
Total		1043196	1043196	1012342	1.03

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Apr-16	7.54	0.30	25.13
2	May-16	10.39	0.39	26.64
3	Jun-16	9.26	0.34	27.24
Total		27.19	1.03	26.40