

**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 2016 to September 2016 (Quarter 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	484	11095	11579	10866	21	10887	692
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	971	9258	10229	8947	12	8959	1270
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	85	381	466	397	7	404	62
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	182	7423	7605	7334	14	7348	257
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	122	122	122	0	122	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	6	6	6	0	6	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	157	157	157	0	157	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	1319	1319	1304	15	1319	0
9	4.13	Change of Name	Second billing cycle	416	6401	6817	6226	19	6245	572
10	4.13	Channgge of Category	Second billing cycle	69	804	873	813	0	813	60

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							Within Standards of performance	More than stipulated time	Total Cases/ Complaints redressed	
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	21293	21293	21121	172	21293	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	2377	2377	2281	96	2377	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	450	2986294	2986744	2986744	0	2986744	0
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	992	12077	13069	10761	118	10879	2190
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	1718	1718	1718	0	1718	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	4372	6581	10953	6412	207	6619	4334

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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 2016 to September 2016 (Quarter II)**

Sr.N o.	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 2016 to September 2016 (Quarter 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	992	12077	13069	10879	2190

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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 2016 to September 2016 (Quarter II)

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Ri = Restoration Time for each interruption event on i <sup>th</sup> 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-16	321927	30.35	1012342	9770905	9.65
2	Aug-16	260114	28.92	1012342	7522013	7.43
3	Sep-16	239552	33.79	1012342	8094416	8.00
<b>Total</b>		<b>821593</b>	<b>93.06</b>	<b>1012342</b>	<b>25387334</b>	<b>25.08</b>

**(ii) System Average Interruption Frequency Index (SAIFI)**

Sr. No.	Month	Ni = No. of Consumers who experienced a sustained interruption on i <sup>th</sup> Feeder	Sum of Consumers of i <sup>th</sup> 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-16	321927	321927	1012342	0.32
2	Aug-16	260114	260114	1012342	0.26
3	Sep-16	239552	239552	1012342	0.24
<b>Total</b>		<b>821593</b>	<b>821593</b>	<b>1012342</b>	<b>0.82</b>

**(iii) Consumer Average Interruption Duration Index (CAIDI)**

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Jul-16	9.65	0.32	30.16
2	Aug-16	7.43	0.26	28.58
3	Sep-16	8.00	0.24	33.33
<b>Total</b>		<b>25.08</b>	<b>0.82</b>	<b>30.59</b>