

**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 2018 to June 2018**

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	169	10952	11121	10824	98	10922	199
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	476	10039	10515	9728	124	9852	663
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	89	325	414	291	38	329	85
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	35	8241	8276	8195	55	8250	26
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	1	232	233	230	3	233	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	1	1	1	0	1	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	9	260	269	250	4	254	15
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	3	1490	1493	1479	9	1488	5
9	4.13	Change of Name	Second billing cycle	4	7693	7697	7672	0	7672	25
10	4.13	Channgae of Category	Second billing cycle	31	635	666	649	0	649	17
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	i=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	21015	21015	20785	230	21015	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	2827	2827	2694	133	2827	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	4	4	4	0	4	0
18	7.2	Meter Reading	Once in every two months	0	3060119	3060119	3059979	0	3059979	140
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	4690	14615	19305	15835	0	15835	3470
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	1228	1228	1227	1	1228	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	3868	5096	8964	4848	125	4973	3991

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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 2018 to June 2018**

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 2018 to June 2018**

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	4690	14615	19305	15835	3470

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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 2018 to June 2018

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	Apr-18	331997	25.91	1026337	8601339	8.38
2	May-18	273014	20.86	1026337	5693889	5.55
3	Jun-18	346685	23.68	1026337	8207969	8.00
<b>Total</b>		<b>951696</b>	<b>70.44</b>	<b>1026337</b>	<b>22503197</b>	<b>21.93</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	Apr-18	331997	331997	1026337	0.32
2	May-18	273014	273014	1026337	0.27
3	Jun-18	346685	346685	1026337	0.34
<b>Total</b>		<b>951696</b>	<b>951696</b>	<b>1026337</b>	<b>0.93</b>

(iii) Consumer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	Apr-18	8.38	0.32	25.91
2	May-18	5.55	0.27	20.86
3	Jun-18	8.00	0.34	23.68
<b>Total</b>		<b>21.93</b>	<b>0.93</b>	<b>23.65</b>