

**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**

**October 2018 to December 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	204	9575	9779	9438	58	9496	283
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	709	8153	8862	7994	62	8056	806
3	4.5 & 4.6	Intimation of charges where supply to dedicated or after extension/augmentation.	Thirty (30) days	81	266	347	221	32	253	94
4	4.7	New connection /add. Load where supply from existing line.	One (1) month	24	6618	6642	6485	136	6621	21
5	4.8	New connection/add. Load where supply after extension augmenntation	Three (3) months	0	237	237	231	6	237	0
6	4.9	New connection / add. Load where supply after commissioning of sub-station	One (1) year	0	0	0	0	0	0	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	14	164	178	146	1	147	31
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	6	632	638	622	10	632	6
9	4.13	Change of Name	Second billing cycle	54	8061	8115	7983	0	7983	132
10	4.13	Change of Category	Second billing cycle	24	807	831	817	0	817	14
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

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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	15980	15980	15960	16	15976	4
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	1723	1723	1698	25	1723	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	3	3	3	0	3	0
18	7.2	Meter Reading	Once in every two months	2189	3092567	3094756	3093609	0	3093609	1147
19	7.3	Replacement of Faulty Meter	Within subsequent billing cycle	1822	23925	25747	24148	0	24148	1599
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	859	859	859	0	859	0
21	7.6,7.7	Billing Complaint	During subsequent billing cycle	2939	3347	6286	3040	80	3120	3166

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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

**October 2018 to December 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**

**October 2018 to December 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	1822	23925	25747	24148	1599

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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)**

**October 2018 to December 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	<b>Oct-18</b>	<b>331240</b>	<b>24.43</b>	<b>1026337</b>	<b>8091186</b>	<b>7.88</b>
2	<b>Nov-18</b>	<b>155269</b>	<b>24.82</b>	<b>1026337</b>	<b>3853156</b>	<b>3.75</b>
3	<b>Dec-18</b>	<b>183592</b>	<b>29.25</b>	<b>1026337</b>	<b>5370235</b>	<b>5.23</b>
<b>Total</b>		<b>670101</b>	<b>78.49</b>	<b>1026337</b>	<b>17314577</b>	<b>16.87</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	<b>Oct-18</b>	<b>331240</b>	<b>331240</b>	<b>1026337</b>	<b>0.32</b>
2	<b>Nov-18</b>	<b>155269</b>	<b>155269</b>	<b>1026337</b>	<b>0.15</b>
3	<b>Dec-18</b>	<b>183592</b>	<b>183592</b>	<b>1026337</b>	<b>0.18</b>
<b>Total</b>		<b>670101</b>	<b>670101</b>	<b>1026337</b>	<b>0.65</b>

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

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
	2	3	4	5
1	<b>Oct-18</b>	<b>7.88</b>	<b>0.32</b>	<b>24.43</b>
2	<b>Nov-18</b>	<b>3.75</b>	<b>0.15</b>	<b>24.82</b>
3	<b>Dec-18</b>	<b>5.23</b>	<b>0.18</b>	<b>29.25</b>
<b>Total</b>		<b>16.87</b>	<b>0.65</b>	<b>25.84</b>