

“Quality of Service (Standards of Performance) of Distribution Licensees”

Licensee: BEST

Report for FY: 2009-10

1.0 Reliability Indices: As per Regulations no. 10 of SOP.

1.1 Overall Performance Indices for the Company:

For the FY	SAIFI (No.)	SAIDI (Minutes)	CAIDI (Minutes)
April'09 – March'10	4.38	140.10	31.99

2.0 Quality of service:

2.1 Provision of supply: As per norms in Regulations 4.1 to 4.7 of SOP.	1	2	3	4
	Total No. of requests received.	No. (%) where service was provided within stipulated time.		
		Inspection of applicant's premises	Intimation of charges	Provision of supply
	40951	40834 (99.71%)	40406 (98.67%)	39894 (97.42%)

2.2 Restoration of supply: As per norms in Regulations 6.1 to 6.4 of SOP.	1	2	3	4	5	6	7	8
	Normal Fuse off calls		(33kV/ 22kV/ 11kV/ 415v) Overhead line Breakdown		DTR failure		Underground cable fault	
	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.	No. of Incidences/ Events	No. (%) where supply was restored within stipulated time.
51237	100%	NA	-	2386	100%	18694	100%	

2.3	Restoration of supply in case of Burnt Meters , as per norms in Regulations 7.1 of SOP.	Total no. of Complaints Received.	No. (%) where defect was rectified within stipulated time.
		5176	5174 (99.96%)

2.4	Reconnection of Disconnected Consumers , as per SOP norms-Regulations 7.2 of SOP.	Total no. of Requests/ Complaints Received.	No. (%) where service was restored within stipulated time.
		1320	1319(99.92%)

3.0 Quality of Supply:

3.1	Voltage related complaints , as per norms in Regulations 5.1 of SOP.)	Total No. of Incidences/ Events.	
		Voltage variation outside the specified range.	Harmonics beyond control level, at the point of supply
		NIL	N/A

4.0 Other Services:

4.1	Time Period for other services , from the date of application, as per Provisions of Regulations 9 of SOP	1	2	3	4	5	6	7	8
		Change of Name, as per Regulation 9.2 of SOP.		Change of Tariff Category, as per Regulation 9.2 of SOP.		Reduction in Contract Demand, as per Regulation 9.3 of SOP.		Closure of Account, as per Regulation 9.3 of SOP.	
		Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.	Total no. of Requests/ Complaints Received.	No. (%) where service was provided within stipulated time.
		32996	100%	4690	4442(94.71%)	40	100%	3350	1780(53.13%)

5.0 Payment of Compensation to Persons/ Consumers:

	DETAILS/ DESCRIPTION (As per Regulation 12 and Appendix 'A' of SOP, for instances of violation of SOP norms.)	1	2	3	4	5	6	7	8
		Total Number of cases of compensation paid by the Company. (No.)	Penalty actually paid to Applicants/ Consumers for instances of violations of SOP norms.						Number of cases of compensation pending. (No.)
			By the Company on its own knowledge of default		On Applicant's claim for the compensation without dispute		On decision by CGRF/ Ombudsman		
			Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	Number of cases	Paid in Rs.	
5.1	For delay in period for provision/ giving Supply, as per norms in Regulations 4.1 to 4.7 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	1057
5.2	For delay in period for Restoration of Supply per norms in Regulations 6.1 to 6.4 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.3	For delay in period for Restoration of Supply for Metering/ Reconnection as per as per norms in Regulations 7 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	3
5.4	For not maintaining the Quality of Supply as per norms for maintaing voltage level or control of Harmonics in Regulations 5.1 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
5.5	For not maintaining the Consumer Charter/ Services or Other Services as per norms in Regulations 8 as well as 9 of SOP.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	1818