

FORMAT I: Fatal and non-fatal accident report									
Name of Company:		BSES RAJDHANI POWER LIMITED.							
Period of Report:		Dec-21							
Year:		2021							
Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	0	0	1	3	4	9	1	8

FH- Fatal Human
 NFH- Non Fatal Human
 FA- Fatal Animal

FORMAT II: Action taken report for safety measures complied for the accidents occurred									
Name of Company:		BSES RAJDHANI POWER LIMITED.							
Period of Report:		Dec-21							
Year:		2021							
Sl. No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI /AEI	Remedies suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	I-1623, Gali No. 20, Sangam Vihar, New Delhi.	25.12.2021 at 1:30 PM	Non-Fatal	A non fatal accident occurred at I-1623, Sangam Vihar, New Delhi at 1:30 P.M. on dated 25.12.2021. Oone PCR complaint registered that at I-Block, Gali No 20, some sparking occurred at pole. TO Mr. Rashid forwarded complaint to Lineman Sh. Kallu. He went to the site and found I-Block DP RMU tripped condition. Doing further investigation at site he found at H.No- I-1623 one man named Sh. Vikas age around 35 yrs was totally drunk (also mentioned in PCR report) tried to getting down from roof top by climbing HVDS pole (KPR P887), while he touched live parts of our system, got shocked and fell down to the ground. His family members had taken him to the hospital. Our staffs checked the line and restored the supply. Encroachment notice had already been provided.	N.A.	N.A.	N.A.	N.A.	N.A.

FORMAT III: Action taken report for safety measures complied for the accidents occurred									
Name of Company:		BSES RAJDHANI POWER LIMITED.							
Period of Report:		Dec-21							
Year:		2021							
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended	
					Within Specified Time	Beyond specified time	Total		
1	2	3	4	5=3+4	6	7	8=6+7	9	

Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.			28431	28431	28431	0	28431	
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			570	570	570	0	570	
Continuous power supply failure			2	2	2	0	2	
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			9385	9385	9385	0	9385	
Continuous Scheduled Power Outage			657	657	657	0	657	
Replacement of Burnt Meter or Stolen Meter			1773	1773	1742	31	1773	

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Dec-21
Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					Within Specified Time	Beyond specified time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	261	261	261	0	261	0
Tap setting of transformer								
Repair of Distribution Line/transformer/ capacitor								
Installation and Up gradation of High Tension/ Low Tension								

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Dec-21
Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	1,460	1,559	3019	1,512	742	2254	765
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	392	1,936	2328	1,387	557	1944	384
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	338	2,009	2347	1,570	509	2079	268
Complaint lodged for stolen meter		6	49	55	42	11	53	2

FORMAT VI: New Connections / Additional Load, where power supply can be provided from existing network

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-21
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
New Connection where no RoW or road Cutting permission is required	7 days	6,413	19,554	25967	16,470	3,593	20063	5904
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0
New Connection where no RoW or road Cutting permission is required	7 days	132	363	495	304	44	348	147
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0

FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-21
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1. Electrified Areas (where extension of line upto five poles is required)	15 days from receipt of payment							
2. Electrified areas (where extension of lines or augmentation of Distribution Transformer capacity where peak load of transformer has reached 90% of its rated capacity.	Within 2 months from receipt of payment							
3. Electrified areas (where new distribution transformer is required)	Within 4 months from receipt of payment							
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days							
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days							
New Connections		0	0	0	0	0	0	0
Additional Load		0	0	0	0	0	0	0

FORMAT VIII: Connection in un-electrified areas								
Name of Company: BSES RAJDHANI POWER LIMITED.								
Period of Report: Dec-21								
Year: 2021								
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from Commission's approval	0	0	0	0	0	0	0
Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)	Within 12 months from Commission's approval	0	0	0	0	0	0	0

FORMAT IX: Transfer of Consumer's connection and conversion of services.								
Name of Company: BSES RAJDHANI POWER LIMITED.								
Period of Report: Dec-21								
Year: 2021								
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	122	5,483	5,605	5,373	38	5,411	194
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	120	1,319	1,439	1,292	81	1,373	66
Change of Category	As per Regulation 17 (5)	334	611	945	453	45	498	447
Incase connection is denied after receipt of payment against demand note	-	172	1,189	1,361	477	883	1,360	1
Connection energized through Loop	As per Regulation 11	0	0	0	0	0	0	0
If notice towards downward if any is not sent	31st May of Financial year	0	0	0	0	0	0	0

FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.								
Name of Company: BSES RAJDHANI POWER LIMITED.								
Period of Report: Dec-21								
Year: 2021								
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
					With in Specified Time	Beyond Specified Time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8

Service Area	Standard	Previous complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	Previous complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Complaints on billing	Only one bill in a Financial Year	703	410	1,113	453	111	564	549
Final bill for vacation of premises	5 days	16	84	100	75	12	87	13
Non payment of dues by the	15 days	19	72	91	66	0	66	25
Request for reconnection	24hrs	136	1,495	1,631	1,246	241	1,487	144
Consumer wanting disconnection	5 days	762	4,719	5,481	3,517	1,316	4,833	648

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-21
 Year: 2021

No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Number of Distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
7812	10	7822	1	1.28%

Note: Only 3 phase transformers considered >=400 kVA
 Only New transformers added in the system is considered against point no. 2
 Only O&M failure considered

FORMAT XII: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-21
 Year: 2021

No. of power transformers at the beginning of the month	No. of power transformers added during the month	Total number of power transformers	Number of power transformers failed	% Failure rate of power transformers
1	2	3=1+2	4	5=(4)*100/(3)%
267	0	267	0	0.00%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-21
 Year: 2021

Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance Achieved (C)
				Within Specified Time	Beyond specified time	
1. Power Supply Failure						

(i)	Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.		28431	28431	0	100%	
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		570	570	0	100%	
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		2	2	0	100%	
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9385	9385	0	100%	
(v)	Continuous scheduled power outages		657	657	0	100%	
(vi)	Replacement of burnt meter		1773	1742	31	98.25%	
Period of Scheduled Outage							
2	Maximum duration in a single stretch		3H:46M				
	Restoration of supply by 6:00 PM		ALL				
3	Faults in street light maintained by the licensee		696	696	0	100%	
Reliability Indices							
4	SAIFI		0.190				
	SAIDI		0.130				
	CAIDI		0.684				
5	Frequency variation						
6	Voltage imbalance						
7	Percentage billing mistakes						
* New method used for reliability index calculation*							
FORMAT XIV: Compensation Details							
Name of Company:		BSES RAJDHANI POWER LIMITED.					
Period of Report:		Dec-21					
Year:		2021					
Sl. No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of Cases	Amount Claimed	No. of cases in which compensation is payable	Amount of compensation payable in (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity connections						
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.					
(ii)	Augmentation	1.5% of the demand charges deposited by consumer for each day of default					
(iii)	Un-electrified	1% of the amount deposited by developer/applicants per day of default.					
(iv)	Connection denied	1.5% of the demand charges deposited by consumer for each day of default subject to maximum of the amount paid as per					
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract demand					
2	Transfer of Name	Rs. 100 for each day of default.					
3	Load Reduction	Rs. 100 for each day of default					
4	Notice for downward	Rs. 500 for each case					
5	Change of category	Rs. 100 for each day of default					
6	Complaints in billing	10% of excess amount billed					
7	Replacement of	Rs.50 for each day of default					
8	Fault in street	Rs. 75 for each day of default					
9	Voltage fluctuations						
10	Power Supply Failure						
11	Total						

FORMAT XV: Unauthorized Use of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Dec-21
Year: 2021

No. of Cases Booked	No. of Cases where UUE is established by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	No. of cases decided by the Appellate Authority in favor of the Licensee	No. of cases decided by the Appellate Authority in the favor of
67	101	2	1	4

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Dec-21
Year: 2021

No. of Cases Booked	No. of complaints filed by the Licensee in Police Station	No. of cases in which judgement delivered by the Special Court	No. of cases decided by the Special Court in favor of Licensee	No. of cases decided by the Special Court in favor of Consumer
1721	1054	1	1	0