

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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	2	0	2	3	3	7	1	6

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: Sep-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	A-15 Pushpanjali Bijwasan, New Delhi.(An unknown person from public)	06.09.2021 at 15:08 Hrs.	Non-Fatal	A telephonic message was received on 14.09.2021 to Sh. K.S.Rawat, AsVP EHV (Trl) South-II from Electrical Inspector that an accident occurred on dated 06.09.2021 in Mallu Farm, A-15 Pushpanjali, Bijwasan, New Delhi. The same message was conveyed to Sh C P Kashyap AM EHV TRL South-II for inspecting the site. The concerned Engr reached at the site on dated 15.09.2021and asked from the guard of farm house about the incident, but he did not co-operate us and refused to give the any information about the incident. The ground clearance of lowest conductor is 6.1 Mtr.(B-phase)	N.A.	N.A.	N.A.	N.A.	N.A.
2	In front of H. No. 6A, Taimoor Nagar, Sardar Mohalla, New Delhi. (Sh. Harjeet Singh, General Public)	11.09.2021 at about 16:29 Hrs.	Non-Fatal	It has been report that a No Power Supply Complaint was received on 11.09.2021 at 16:29 Hrs. vide complaint No. 21091105375 from complainant A-4, Reliance Fresh, Taimoor Nagar. Accordingly our field team reached at site location and it was found that there is local power outage in the area i.e. Sardar Mohalla. The supply of Sardar Mohalla is running from H-Block, Maharani Bagh Sub-Station through LT under ground feeder (4*300 sq.mm). This LT Cable terminates at LT Pole near 4A, Sardar Mohalla. Therefore, team has isolated the faulty section (under ground LT cable) and back feeded the said area power supply. Further on dated 12.09.2021 (Sunday) our field team along with digging staff visited to check the fault and took corrective action. Team had surveyed the area and came to know from the local residents that there was a flash occurred yesterday (11.09.2021). Therefore, our digging staff started digging at flash point location, however, after digging of some portion, local residents have stopped the digging work saying that yesterday due to the flash at Sh. P. Baskar, SDO, Fatehpuri Beri has informed vide his mail dated 11.09.2021 that on 10.09.2021 he had received a complaint of electrocution of one person at C-15 Bhati Mines, Near Chidiya Ghar at 8:30 PM from LM Mr. Awdhesh kumar (off duty) telephonically then he had put off the HT Feeder at 08:35 PM from SSTN Alu Mode Bhati Mines, at that time it was also heavy raining there. Then Duty LM Shri Shakoor and ALM Md. Feroz along with Shri Awdhesh Kumar (LM) reached at site and no electrocuted person found at site and there are water logging and mud found at site. Then team checked Pole and no current leakage deficiency found at site after that team restored the supply. A current leakage complaint at B-Block, JJ Colony, Khanpur was received through system control at 4:45 PM at Khanpur DSK. Lineman was immediately rushed to the site and he found that there was a large gathering and people present there told that three children are electrocuted when they came in contact with park railing / fencing. He observed that a disconnected unauthorized flexible wire (Black Coloured 2 core wire) found hanging at site and on checking he did not find any current in the railing / fencing of the park. First impression which he could understand was that people responsible for unauthorized wires pulled and removed these wires to safeguard themselves and nearby to eliminate danger in the fencing / railing. The incident occurred at B-Block, JJ Colony.	N.A.	N.A.	N.A.	N.A.	N.A.
3	PCC Pole Near C-15, Sanjay Colony, Bhati Mines, Near Chidiya Ghar, Delhi-110074. (Sh. Mahendra Kumar, General Public)	11.09.2021 at 8:30 PM Approx.	Fatal	A telephonic message was received on 14.09.2021 to Sh. K.S.Rawat, AsVP EHV (Trl) South-II from Electrical Inspector that an accident occurred on dated 06.09.2021 in Mallu Farm, A-15 Pushpanjali, Bijwasan, New Delhi. The same message was conveyed to Sh C P Kashyap AM EHV TRL South-II for inspecting the site. The concerned Engr reached at the site on dated 15.09.2021and asked from the guard of farm house about the incident, but he did not co-operate us and refused to give the any information about the incident. The ground clearance of lowest conductor is 6.1 Mtr.(B-phase)	N.A.	N.A.	N.A.	N.A.	N.A.
4	B-Block, JJ Colony, Khanpur, New Delhi. (Master Tasleem S/o Mr. Akleem, General Public)	22.09.2021 at 16:45 Hrs.	Fatal	A telephonic message was received on 14.09.2021 to Sh. K.S.Rawat, AsVP EHV (Trl) South-II from Electrical Inspector that an accident occurred on dated 06.09.2021 in Mallu Farm, A-15 Pushpanjali, Bijwasan, New Delhi. The same message was conveyed to Sh C P Kashyap AM EHV TRL South-II for inspecting the site. The concerned Engr reached at the site on dated 15.09.2021and asked from the guard of farm house about the incident, but he did not co-operate us and refused to give the any information about the incident. The ground clearance of lowest conductor is 6.1 Mtr.(B-phase)					

FORMAT III: Action taken report for safety measures complied for the accidents occurred

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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.		-	35620	35620	35620	0	35620	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			820	820	820	0	820	0
Continuous power supply failure			2	2	2	0	2	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			11780	11780	11780	0	11780	0
Continuous Schedules Power Outage			679	679	679	0	679	0
Replacement of Burnt Meter or Stolen Meter		364	2679	3043	2220	542	2762	281

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-21
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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	712	712	712	0	712	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: Sep-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	3,241	4,332	7573	3,195	1,677	4872	2701
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	495	2,196	2691	1,262	982	2244	447
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	728	3,065	3793	1,640	1,685	3325	468
Complaint lodged for stolen meter		9	66	75	41	29	70	5

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: Sep-21
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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	6,930	22,255	29185	17,825	4,048	21873	7312
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	151	471	622	401	42	443	179
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.

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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: Sep-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: Sep-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	285	3,234	3,519	3,167	125	3,292	227
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	139	1,272	1,411	1,251	51	1,302	109
Change of Category	As per Regulation 17 (5)	265	543	808	409	46	455	353
Incase connection is denied after receipt of payment against demand note	-	158	1,948	2,106	690	1,310	2,000	106
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

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FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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
Complaints on billing	Only one bill in a Financial Year	704	726	1,430	575	91	666	764
Final bill for vacation of premises	5 days	105	173	278	182	41	223	55
Non payment of dues by the	15 days	22	174	196	170	6	176	20
Request for reconnection	24hrs	92	660	752	446	201	647	105
Consumer wanting disconnection	5 days	916	5,150	6,066	3,123	2,148	5,271	795

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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)%
7724	30	7754	2	2.58%

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: Sep-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)%
265	0	265	0	0.00%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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.		35620	35620	0	100.00%	
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		820	820	0	100.00%	
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		2	2	0	100.00%	
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		11780	11780	0	100.00%	
(v)	Continuous scheduled power outages		679	679	0	100.00%	
(vi)	Replacement of burnt meter		2428	2426	2	99.92%	
Period of Scheduled Outage							
2	Maximum duration in a single stretch		5H:21M				
	Restoration of supply by 6:00 PM		ALL				
3	Faults in street light maintained by the licensee		2428	2426	2	99.92%	
Reliability Indices							
4	SAIFI		0.270				
	SAIDI		0.180				
	CAIDI		0.667				
5	Frequency variation		0	0	0	0	
6	Voltage imbalance		0	0	0	0	
7	Percentage billing mistakes		0	0	0	0	
* New method used for reliability index calculation*							
FORMAT XIV: Compensation Details							
Name of Company:		BSES RAJDHANI POWER LIMITED.					
Period of Report:		Sep-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: Sep-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
103	81	0	6	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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
1318	1118	0	0	0