

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Feb-22
 Year: 2022

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	1	0	1	4	4	10	1	10

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: Feb-22
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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	RZ-47, Block-A, Gali No. 1, Bindapur Extn., Uttam Nagar, New Delhi-110059.	11.02.2022 at 10:15 Hrs.	Fatal & Non-Fatal	Due to tripping of kv G-5 Matiyala-Pankha Road Ckt-II on dated 11.02.2022, the staff of EHV (Trl.) West was patrolling on the said Circuit and during patrolling, it has been found that an electrical accident occurred on the premise No. RZ-47, Block-A, Gali No. 1, Bindapur Extn., Uttam Nagar, New Delhi-110059. It has been gathered from the surrounding people that two children got electrocuted on the said premise, while playing on the terrace, came in contact on live 66 KV Line. It has also been gathered that out of two children, one child has been expired at the spot and other one was immediately taken to the hospital by the surrounding people.	N.A.	N.A.	N.A.	N.A.	N.A.
2	H. No. B-32 A Extn., D. K. Road, Mohan Garden, New Delhi-110059.	13.02.2022 at 14:37 Hrs.	Non-Fatal	On dated 13.02.2022 at 14:37Hrs the complaint center Anand Vihar received an IOMS Emergency complaint number 22021300483 from MOHAN GARDEN DK Road Mob No 9310182813 regarding external accident. The TO present on duty Mr. Mohit Kumar assigned the complaint to LM Surajmal, LM Surajmal along with ALM Sunny reached at site around 14:40 Hrs and found that one labor working at H No B-32 A-Extn DK Road Mohan Garden has been electrocuted with HVDS pole near house. On enquiry from nearby residents it has been gathered that the labor was doing the outer wall plaster and during working at scaffolding he got unbalance and came in contact with the HVDS pole and got electrocuted. On further enquiry from the contractor Mr. Tushif Raza Khan, it has been found that the electrocuted person was taken to nearby Maggo Hospital Om Vihar Uttam Nagar and being given treatment and he is out of any danger. Due to electrocution incident LR of Nawada Feeder from G-5 Matiala Grid occurred at FSS RMU at Sub Station B Block Dhobiwala. Power Supply of area was restored at around 16:15 PM after isolating the affected pole. The contractor has submitted in writing that the accident took place due to his negligence copy attached	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.
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							Complaints attended during the month	
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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	Balance complaint to be attended
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.			28478	28478	28478	0	28478	
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			1544	1544	1544	0	1544	
Continuous power supply failure			1	1	1	0	1	
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			10085	10085	10085	0	10085	
Continuous Scheduled Power Outage			1022	1022	1022	0	1022	
Replacement of Burnt Meter or Stolen Meter			1788	1788	1762	11	1773	15

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	391	391	391	0	391	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.
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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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	1,019	2,319	3338	1,590	323	1913	1425
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	261	1,311	1572	1,060	225	1285	287

Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	385	1,945	2330	1,664	373	2037	293
Complaint lodged for stolen meter		0	48	48	34	8	42	6

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

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	4,043	14,915	18958	11,741	1,940	13681	5277
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	143	272	415	232	21	253	162
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: Feb-22								
Year: 2022								
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: Feb-22								
Year: 2022								
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	102	3,537	3,639	3,400	25	3,425	214
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	66	946	1,012	913	29	942	70
Change of Category	As per Regulation 17 (5)	447	547	994	445	27	472	522
Incase connection is denied after receipt of payment against demand note	-	70	586	656	292	363	655	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.
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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
Complaints on billing	Only one bill in a Financial Year	515	387	902	325	42	367	535
Final bill for vacation of premises	5 days	31	105	136	108	12	120	16
Non payment of dues by the	15 days	17	51	68	47	1	48	20
Request for reconnection	24hrs	100	1,544	1,644	1,114	276	1,390	254
Consumer wanting disconnection	5 days	519	4,487	5,006	3,372	989	4,361	645

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Feb-22
 Year: 2022

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)%
7834	9	7843	3	3.83%

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: Feb-22
 Year: 2022

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: Feb-22
 Year: 2022

Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)	Standard of Performance Achieved (C)
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				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.		28478	28478	0	100%	
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		1544	1544	0	100%	
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1	1	0	100%	
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10085	10085	0	100%	
(v)	Continuous scheduled power outages		1022	1022	0	100%	
(vi)	Replacement of burnt meter		1788	1762	11	98.55%	
Period of Scheduled Outage							
2	Maximum duration in a single stretch		3H:19M				
	Restoration of supply by 6:00 PM		ALL				
3	Faults in street light maintained by the licensee		725	725	0	100%	
Reliability Indices							
4	SAIFI		0.140				
	SAIDI		0.090				
	CAIDI		0.643				
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:		Feb-22					
Year:		2022					
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: Feb-22
 Year: 2022

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
56	53	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Feb-22
 Year: 2022

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
1037	769	0	0	0