

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-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
1	0	0	0	1	4	4	9	1	9

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: Jan-22
 Year: 2022

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	66 KV Tikiri Kalan (Mundka) Grid, New Delhi.	06.01.2022 at 14:19 Hrs.	Fatal	On dated 06.01.2022, a planned shutdown of 11 KV Bus Bar -3 along with its VCB's was availed at Tikiri Kalan (Mundka) Grid. During the work one of the helpers (Contractual Worker) named Sh. Bhola Shankar unknowingly entered inside housing of Bus section No.2 . The upper contact was live from Bus Bar No-2B. Sh. Bhola Shankar came into contact with the live terminal while cleaning inside the chamber. He got flashed and burns on his body & Immediately was taken to ESI Hospital from where he was referred to Safadarjang Hospital. His condition is stable now. At present, he has been expired.	N.A.	N.A.	N.A.	N.A.	N.A.
2	H. No. 57-A, Block-F, Pipal Road, Mohan Garden, New Delhi-110059.	18.01.2022 at 15:02 Hrs.	Non-Fatal	On dated 18.01.2022 at 15:02 Hrs. the Complaint Center Anand Vihar received an IOMS PCR Complaint No. 22011801107 from Gali No. 4, Near Iscon Public School, Mohan Garden Mob. No. 7015002036 regarding external accident. The TO present on Duty Mr. Joginder Kumar assigned the complaint to LM Sh. Surajmal. Lineman Sh. Surajmala along with ALM Sh. Vedprakash reached at site at around 15:20 Hrs. and found that one labour at H. No. 57-A, Block-F, Pipal Road, Mohan Garden has been electrocuted with HVDS Pole near the house. On enquiry from nearby residents they informed that the labour was engaged in fixing the outer wall tiles and during fixing the scaffolding, he came in contact with HVDS Line at DT LA Point got unbalanced and came in contact with HVDS Pole and got electrocuted. On further enquiry from the owner of the building Mr. Shubham Mittal, informed that the electrocuted person was taken to nearby Sanjeevani Hospital, Mohan Garden and has been discharged on 18.01.2022 in evening after first aid. ECG and other tests conducted and found OK and no further treatment is required. Due to electrocution incident LR of Nawada Feeder from G-5 Matiyala Grid occurred at FSS RMU at Sub-station B-Block Dhobiwala. The police has already started the enquiry at site. Power Supply of area was restored at around 16:15 Hrs.	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: Jan-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
					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.			35755	35755	35755	0	35755	
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			652	652	652	0	652	
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)			11561	11561	11561	0	11561	
Continuous Scheduled Power Outage			899	899	899	0	899	
Replacement of Burnt Meter or Stolen Meter			2058	2058	2028	29	2057	1

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	302	302	302	0	302	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	759	1,376	2135	930	182	1112	1023
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0

Complaint lodged for defective /	Within fifteen days	382	1,183	1565	1,029	273	1302	263
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	252	2,237	2489	1,749	352	2101	388
Complaint lodged for stolen meter		2	27	29	24	5	29	0

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

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Period of Report: Jan-22
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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	5,524	12,162	17686	10,598	2,770	13368	4318
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	141	247	388	210	20	230	158
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

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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
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.
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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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	188	3,362	3,550	3,405	44	3,449	101
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	62	797	859	771	21	792	67
Change of Category	As per Regulation 17 (5)	440	505	945	419	39	458	487
Incase connection is denied after receipt of payment against demand note	-	87	693	780	309	456	765	15
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	536	347	883	298	61	359	524
Final bill for vacation of premises	5 days	9	89	98	63	3	66	32
Non payment of dues by the	15 days	25	31	56	30	2	32	24
Request for reconnection	24hrs	138	733	871	631	140	771	100
Consumer wanting disconnection	5 days	599	3,309	3,908	2,479	911	3,390	518

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-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)%
7822	12	7834	1	1.276%

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: Jan-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: Jan-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.		35755	35755	0	100%	
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		652	652	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		11561	11561	0	100%	
(v)	Continuous scheduled power outages		899	899	0	100%	
(vi)	Replacement of burnt meter		2058	2028	29	98.54%	
Period of Scheduled Outage							
2	Maximum duration in a single stretch		3H:33M				
	Restoration of supply by 6:00 PM		ALL				
3	Faults in street light maintained by the licensee		698	691	7	99%	
Reliability Indices							
4	SAIFI		0.237				
	SAIDI		0.173				
	CAIDI		0.730				
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:		Jan-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: Jan-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
53	66	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-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
2587	838	0	0	0