

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Apr-18

Year: 2018

[illegible]

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: Apr-18

Year: 2018

[illegible]

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Name of Company:	BSES R
Period of Report:	Apr-18

Year: 2018

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.		-	80486	80486	80482	4	80486	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			768	768	704	64	768	0
Continuous power supply failure requiring replacement of distribution transformer.			11	11	11	0	11	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDs) and not covered under (i) & (ii)			27164	27164	27164	0	27164	0
Continuous Scheduled Power Outage			540	540	540	0	540	0
Replacement of Burnt Meter or Stolen Meter		2	2409	2411	2332	77	2409	2

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Apr-18

Period of Report: Apr-1
Year: 2018

2016		Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
Service Area	Standard				Within Specified Time	Beyond specified time	Total	
					6	7	8=6+7	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	2709	2709	2709	0	2709	0
Tan setting of transformer								

Repair of Distribution Line/transformer/ capacitor installation and Up gradation of High Tension/ Low Tension System								
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FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-18
Year: 2018

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	2379	717	3096	423	23	446	2650
Complaint lodged for accuracy test	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	2436	1630	4066	851	19	870	3196
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	1035	2747	3782	1727	340	2067	1715
Complaint lodged for stolen meter		15	56	71	34	15	49	22

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: Apr-18
Year: 2018

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	10513	18146	28659	15657	7875	23532	5127
New Connection where RoW or road Cutting permission is required	15 days	82	18	100	28	15	43	57
New Connection where no RoW or road Cutting permission is required	7 days	269	486	755	407	12	419	336
New Connection where RoW or road Cutting permission is required	15 days	48	11	59	2	0	2	57

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: Apr-18
Year: 2018

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	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0
3. Electrified areas (where new distribution transformer is required)	Within 4 months from receipt of payment	0	0	0	0	0	0	0
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days	0	0	0	0	0	0	0
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days	0	0	0	0	0	0	0
New Connections		10595	18164	28759	15685	7890	23575	5184
Additional Load		317	497	814	409	12	421	393

FORMAT VIII: Connection in un-electrified areas

Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Apr-18						
Year:		2018						
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	27	33	60	43	1	44	16
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:		Apr-18						
Year:		2018						
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	355	3425	3780	3261	0	3261	519
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	78	839	917	780	2	782	135
Change of Category	As per Regulation 17 (5)	50	369	419	316	12	328	91
Incase connection is denied after receipt of payment against demand note	-	109	334	443	217	98	315	128
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:		Apr-18						
Year:		2018						
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	372	200	572	91	6	97	475
Final bill for vacation of premises / Non payment of dues by the	5 days	44	19	63	3	0	3	60
	15 days	25	133	158	128	0	128	30
Request for reconnection	24hrs	456	1087	1543	616	357	973	570
Consumer wanting disconnection	5 days	1364	4193	5557	3014	428	3442	2115

FORMAT XI: Failure of Distribution Transformer				
Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		Apr-18		
Year:		2018		
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)%
7017	10	7027	2	0.028461648
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: Apr-18				
Year: 2018				
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)%
249	0	249	1	0.401606426
Note= 1 PTR failed at okhla ph-2 Grid and was replaced by spare one				

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-18
Year: 2018

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.		80486	80482	4	100%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		768	704	64	92%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		11	11	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		27164	27164	0	100%
(v)	Continuous scheduled power outages		540	540	0	100.00%
(vi)	Replacement of burnt meter		2411	2332	77	96.72%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		06:46 hr			
	Restoration of supply by 6:00 PM		540	540	0	100.00%
3	Faults in street light maintained by the		1643	1635	8	99.51%
Reliability Indices						
4	SAIFI		0.0654			
	SAIDI		0.0746			
	CAIDI		1.14			
5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-18
Year: 2018

Sl. No.	Event	Compensation specified for	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					
(iii)	Un-electrified	1% of the amount deposited by					
(iv)	Connection denied	1.5% of the demand charges deposited					
(v)	Connection energized	Rs. 500 per kW of sanctioned/					
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						
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FORMAT XV: Unauthorized Use of Electricity

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Apr-18
Year: 2018

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	No. of cases decided by the Appellate Authority in the favor of
70	13	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Apr-18
Year: 2018

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
1009	700	3	2	1