FORMAT I: Fatal a	nd non-fatal accid	lent report								
Name of Compan		BSES RAJDHANI POWE	DUMITED							
			K LIVIII ED.							
Period of Report:		Jun-18								
Year: 2018										
Number of Accidents during the month Cumulative since starting of year Cumulative since starting of year										
Depart	mental			Outside	Departm	ental		Outside		
FH	NFH	FH	FA	NFH	FH	H NFH FH FA NFH				
0	0	2	0	0	1	0	2	1	3	
	•	*	•			•	•	•		
FH- Fatal Human										
NFH- Non Fatal Human										
FA- Fatal Animal										
FA- Fatal Allillal										

FORMAT II: Action taken report for safety measures compiled for the accidents occurred										
Name of Compan	y:	BSES RAJDHANI POWEI	R LIMITED.							
Period of Report:		Jun-18								
Year:		2018								
SI. 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	
51.140.	uctuits of victim	Date of occurrence	Type of decident	couse of decident	Tillulings of CEI/EI/AEI	various cases	complica	or such decidents	compensation	
1	Block of House No. 741-744, Sector-12, R.K.Puram, New Delhi- 110022.	06.06.2018 at about 12:55 AM	Fatal	Fire was occurred midnight arount 12:55 AM on 06.06.2018 and a fire call / complaint from Ph. NO. 9312008390 (PCR) at 01:16 AM at Gont. Flat. 12 / ATI, R.K.Puram was received by Sh. Pradeley Kumar, TO. who logged a complaint vide No1(0853) and handed over the same to Sh. Rakesh Kumäre, Ill, ineman. Sh. Rakesh Kumar exched the site and reported that fire bridge and police staff were aiready present and fire was extinguish. Four meters and two motorcycles found badly burnt out near the meter board. It 7 Switch found tripped and main feeder pillar fuse blown. The supply of Flat No. 741-744 was found disconnected due to meter and wiring found burnt out and other area normalized to replace the main fuse. Due to blast in motorcycle, heavy smoke caused, one child aged about 4 years passed away namely Massier Abhricav Kumar Slo Sh. Pankij Klumar and other three people admitted to the hospital. The reason of fire may be fire due to consumer wiring short circuit, loses connection of consumer distribution board, meter over loading or may be other reason, which is a matter of investigation.	NIL	NIL	NIL	NIL	NIL	
2		27.06.2018 at about 21:18 hrs.	Fatal	A complaint was received in IOMS by the telephone operator Mr. Vipin Gupta of complaint centre Manglapuri vide complaint no. 18082708108 dated 2708.0218 at 21:18 Hrs under emergency category. Same complaint was immediately assigned to lineman Arm. Sunit or duty by the TO. Lineman reached at its and found policeman there. He told to lineman that there is current on the iron board adjacent to pole. Lineman then checked and removed the wires touching the iron board which were taken by the police.	NIL	NIL	NIL	NIL	NIL	
				•						

FORMAT III: Action taken report for	safety measures compl	lied for the acciden	is occurred					
Name of Company: Period of Report: Year:	BSES RAJDHANI POWE Jun-18 2018	R LIMITED.						
		Pending			Complaint	ts attended during t	the month	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	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.		-	187022	187022	186870	152(125 complaints were due to thunderstorm /heavy rain fall. Force majeure	187022	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			705	705	702	3(due to heavy rainfall)	705	0
Continuous power supply failure requiring replacement of distribution transformer.			12	12	12	0	12	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			52900	52900	52900	0	52900	0
Continuous Schduled Power Outage			433	433	433	0	433	0
Replacement of Burnt Meter or Stolen Meter		0	5740	5740	5327	413	5740	0

FORMAT IV: Quality of Power Suppl	ORMAT IV: Quality of Power Supply											
Name of Company: Period of Report: Year:	riod of Report: Jun-18											
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month 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=5-8				
Local Problem	4 hours	0	10052	10052	10052	0	10052	0				
Tap setting of transformer												
Repair of Distribution Line/transformer/ capacitor Installation and Up gradation of												
High Tension/ Low Tension System												

ORMAT V: Complaint about meters										
Name of Company: Period of Report: Year:	BSES RAJDHANI POWE Jun-18 2018	R LIMITED.								
Service Area	Standard	Pending complaint of the previous month		Total Complaint	Complaint With in Specified Time	s attended during Beyond Specified Time	the month Total	Balance complaint to be attended		
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	3113	2371	5484	2207	1785	3992	1492
Complaint lodged for accuracy test	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	3614	2584	6198	3602	1107	4709	1489
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	2129	6512	8641	4652	2751	7403	1238
Complaint lodged for stolen meter	to be replaced within 3days.	24	45	69	43	25	68	1

litional Load, where power suppply can be provided from existing network

BSES RAJDHANI POWER LIMITED. Jun-18 2018

		Pending			Complaint	attended during	the month	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
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	5089	17307	22396	16290	2548	18838	3558
New Connection where RoW or road Cutting permission is required	15 days	63	14	77	21	38	59	18
New Connection where no RoW or road Cutting permission is required	7 days	380	307	687	338	156	494	193
New Connection where RoW or road Cutting permission is required	15 days	59	11	70	13	49	62	8

BSES RAJDHANI POWER LIMITED.
Jun-18

Year:	2018							
		Pending			Complaint	attended during	the month	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
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 distribtion transformer is required)	Within 4 months from receipt of payment							
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		5152	17321	22473	16311	2586	18897	3576
Additional Load		439	318	757	351	205	556	201

FORMAT VIII: Connection in un-elec	FORMAT VIII: Connection in un-electrified areas										
Name of Company: Period of Report: Year:	BSES RAIDHANI POWER LIMITED. Jun-18 2018										
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaint With in Specified Time	s attended during Beyond Specified Time	the month Total	Balance complaint to be attended			
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	32	17	49	40	0	40	9			
	Within 12 months from Commission's approval										

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

Year:	2018							
		Pending			Complaint	Balance		
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
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	611	3008	3619	3296	128	3424	195
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	222	3048	3270	2906	114	3020	250
Change of Category	As per Regulation 17 (5)	109	455	564	441	63	504	60
Incase connection is denied after receipt of payment against demand note	-	42	546	588	251	235	486	102
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
	1	0	0	0	0	0	0	0

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Jun-18 2018

		Pending			Complaint	Complaints attended during the month		
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	Balance 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	695	668	1363	882	98	980	383
Final bill for vacation of premises /	5 days	85	102	187	133	14	147	40
Non payment of dues by the	15 days	35	163	198	170	9	179	19
Request for reconnection	24hrs	569	715	1284	666	525	1191	93
Consumer wanting disconnection	5 days	2367	3532	5899	3293	1721	5014	885

BSES RAJDHANI POWER LIMITED. Jun-18 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)%					
7042	15	7057	10	0.141703273					
Note: Only 3 phase transformers considered>=400 kVA Only New transformers added in the system is considered against point no. 2 Only Q&M failure considered Only Q&M failure considered									

FORMAT XII: Failure of Power Transforme

BSES RAJDHANI POWER LIMITED.

Jun-18 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)%			
250	1	251	1	0.398406375			

FORMAT XIII: Summary of Overall Standards of Perform Name of Company: Period of Report: Year: BSES RAJDHANI POWER LIMITED. Jun-18 2018 Overall Standards of Performance SI. No. Service area Total Cases Received / Reported (A) 1. Power Supply Failure Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer require 152(125) compalints due to thunderstorm heavy rainfall force majeure 187022 99.92% (i) 186870 replacement. Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires 3 (dueto heavy rainfall) (ii) 705 99.57% 702 Continuous power supply failure requiring replacement of distribution transformer. 12 0 100% (iii) 12 Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above (iv) 52900 52900 100% 0 413 (v) Continuous scheduled power outages 433 433 100.00% 92.80% Replacement of burnt meter 5327 (vi) Period of Scheduled Outage Maximum duration in a single stretch
Restoration of supply by 6:00 PM
Faults in street light maintained by the NIL 2511 2511 100.00% Reliability Indices 0.195 0.229 1.17 Frequency variation
Voltage imbalance
Percentage billing mistakes

FORMAT XIV: Compensation Details								
Name of Company: BSES RAJDHANI PO		ER LIMITED.						
Period of Report: Jun-18								
Year: 2018								
SI. 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.					1	
(iv)	Connection denied	1.5% of the demand charges deposited by consumer for each day of default subject to maximum of the						
(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 deconverd	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				

BSES RAJDHANI POWER LIMITED. Jun-18 2018

Name of Company: Period of Report: Year:

	No. of Cases where UUE is established		No. of cases decided by the	No. of cases decided by the
No. of Cases Booked	by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	Appellate Authority in favor of the	Appellate Authority in the favor of
191	165	0	0	0

Name of Company: Period of Report: BSES RAJDHANI POWER LIMITED. Jun-18

Year:	2018			
	No. of complaints filed by the Licensee		No. of cases decided by the Special	No. of cases decided by the Special
No. of Cases Booked	in Police Station	No. of cases in which judgement delivered by the Special Court	Court in favor of Licensee	Court in favor of Consumer
1208	970	0	0	0