

FORMAT V: Complaint about meters								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Jun-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 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	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 to be replaced within 3days.	2129	6512	8641	4652	2751	7403	1238
Complaint lodged for stolen meter		24	45	69	43	25	68	1

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: Jun-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	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

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: Jun-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							
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		5152	17321	22473	16311	2586	18897	3576
Additional Load		439	318	757	351	205	556	201

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jun-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	32	17	49	40	0	40	9
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							

FORMAT IX: Transfer of Consumer's connection and conversion of services.

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

FORMAT XI: Failure of Distribution Transformer				
Name of Company: BSES RAJDHANI POWER LIMITED.				
Period of Report: Jun-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)%
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 O&M failure considered				

FORMAT XII: Failure of Power Transformer				
Name of Company: BSES RAJDHANI POWER LIMITED.				
Period of Report: Jun-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)%
250	1	251	1	0.398406375

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company:		BSES RAJDHANI POWER LIMITED.				
Period of Report:		Jun-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.		187022	186870	152(125) complaints due to thunderstorm/ heavy rainfall force majeure	99.92%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		705	702	3 (dueto heavy rainfall)	99.57%
(iii)	Continuous power supply failure requiring replacement of distribution transformer .		12	12	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		52900	52900	0	100%
(v)	Continuous scheduled power outages		433	433	0	100.00%
(vi)	Replacement of burnt meter		5740	5327	413	92.80%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07:41 hr			
	Restoration of supply by 6:00 PM		NIL			
3	Faults in street light maintained by the		2511	2511	0	100.00%
Reliability Indices						
4	SAIFI		0.195			
	SAIDI		0.229			
	CAIDI		1.17			
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:		Jun-18						
Year:		2018						
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						
(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: Jun-18
Year: 2018

No. of Cases Booked	No. of Cases where UAE 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
191	165	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jun-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
1208	970	0	0	0