

FORMAT I: Fatal and non-fatal accident report

**Name of Company:** BSES RAJDHANI POWER LIMITED.

**Period of Report:** Nov-20

Year: 2020

[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:	Nov-20
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Year:	2020
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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	K-Ist, 18 / 269, Sangam Vihar, New Delhi.	01.11.2020 at 8:30 AM	Non-Fatal	A Non-fatal accident happened on date 01.11.2020 at K-1st, 18 / 269, Sangam Vihar, New Delhi at around 8:30 AM, when a mentally weak boy named Sh. Sunil (25 year old) came in contact of live part of HVDS system. He got flashes in his hand and taken to hospital by neighbors. Due to this incident area of K1st 18 was under breakdown and during patrolling line man got the information about this incident. Report in prescribed format is send to electrical inspector.	N.A.	N.A.	N.A.	N.A.	N.A.
2	66KV Bodella 1 - Paschim Vihar Ckt-2, Tower No. 4, STP DJB Keshopur Compound near Drain, Keshopur Mandi, New Delhi.	23.11.2020 at 12:16 Hrs.	Non-Fatal	An electrical accident had occurred on 66KV Bodella 1 - Paschim Vihar Ckt on 23.11.2020 at 12:16 Hrs.during a maintenance activity in which Sh. Gori Tigga, Lineman of AMC M/S Imperial Electric Company got an electric shock when he was climbing on tower for maintenance of Ckt no.1 after confirming the nomenclature painted on both legs of tower in presence of Shri Dharam Sai (AM(O)) and Shri Amit Mudgil, (Manager) EHV TRL West. PTW was issued online ( No. PTW023112016257) from Budhella 1 66 KV S/Stn for Outgoing to Paschim Vihar Ckt No.1 O/H Transmission Line for Preventive Maintenance. Line was isolated at both ends and earthed at Bodella 1 end, line was also discharged manually at Bodella 1 before starting the work. The line was not discharged by TRL team prior to climbing on tower as a safety measure. The L/M got shocked when he throw rope for making safety arrangement because the line was charged and simultaneously Ckt no.2 got tripped from Budhella-1 Grid & Paschim Vihar Grid (Log sheet of Paschim vihar Grid attached). The victim was taken immediately to Park Hospital located near Keshopur Mandi, but, they denied admission. Then, he was taken to Deen Dayal Upadhayay Hospital located in Hari Nagar where he got primary treatment and later on referred to Safdarjung Hospital, but,	N.A.	N.A.	N.A.	N.A.	N.A.

<b>Name of Company:</b> BSES RAJDHANI POWER LIMITED. <b>Period of Report:</b> Nov-20 <b>Year:</b> 2020								
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.		-	15069	15069	15069	0	15069	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			999	999	999	0	999	0
Continuous power supply failure			0	0	0	0	0	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			4786	4786	4786	0	4786	0
Continuous Scheduled Power Outage			371	371	371	0	371	0
Replacement of Burnt Meter or Stolen Meter		45	2049	2094	1789	156	1945	104

**FORMAT IV: Quality of Power Supply**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Nov-20  
**Year:** 2020

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	436	436	436	0	436	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.  
**Period of Report:** Nov-20  
**Year:** 2020

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	1,788	0	1788	147	8	155	1633
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective	Within fifteen days	314	0	314	140	39	179	135
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	453	0	453	153	62	215	238
Complaint lodged for stolen meter		5	0	5	1	0	1	4

**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: Nov-20  
Year: 2020

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	4,528	0	4528	275	35	310	4218
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	101	0	101	3	0	3	98
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.**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Nov-20  
Year: 2020

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: Nov-20  
Year: 2020

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: Nov-20  
Year: 2020

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	56	0	56	3	0	3	53
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	65	0	65	4	0	4	61
Change of Category	As per Regulation 17 (5)	405	0	405	0	4	4	401
Incase connection is denied after receipt of payment against demand note	-	42	0	42	15	27	42	0
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: Nov-20  
Year: 2020

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	1,219	0	1,219	36	13	49	1,170
Final bill for vacation of	5 days	290	0	290	4	2	6	284
Non payment of dues by the	15 days	8	0	8	0	0	0	8
Request for reconnection	24hrs	64	0	64	13	15	28	36
Consumer wanting	5 days	850	0	850	310	92	402	448

**FORMAT XI: Failure of Distribution Transformer**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Nov-20  
Year: 2020

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)%
7558	50	7608	1	1.31%

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**

<b>Name of Company:</b> BSES RAJDHANI POWER LIMITED. <b>Period of Report:</b> Nov-20 <b>Year:</b> 2020				
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)%
260	1	261	0	0.00%

**FORMAT XIII: Summary of Overall Standards of Performance.**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Nov-20  
**Year:** 2020

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	
<b>1. Power Supply Failure</b>						
(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.		15069	15069	0	100.00%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		999	999	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		4786	4786	0	100.00%
(v)	Continuous scheduled power outages		371	371	0	100.00%
(vi)	Replacement of burnt meter		2094	1789	156	85.43%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		07H:10M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the		1810	1808	2	99.89%
<b>Reliability Indices</b>						
4	SAIFI		0.260			
	SAIDI		0.160			
	CAIDI		0.615			

5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0

\* New method used for reliability index calculation\*

FORMAT XIV: Compensation Details							
Name of Company:		BSES RAJDHANI POWER LIMITED.					
Period of Report:		Nov-20					
Year:		2020					
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					
(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:		Nov-20		
Year:		2020		
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
23	46	0	0	0

FORMAT XVI: Theft of Electricity				
Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		Nov-20		
Year:		2020		
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
1817	973	0	0	0

## FORMAT I: Fatal and non-fatal accident report

**Name of Company:** BSES RAJDHANI POWER LIMITED.

**Period of Report:** Nov-20

**Year:** 2020

Number of Accidents during the month					Cumulative since		Cumulative since starting of		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
-	1	-	-	1	2	3	4	1	11
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

FH- Fatal Human

NFH- Non Fatal Human

FA- Fatal Animal



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

<b>Name of Company:</b>	BSES RAJDHANI POWER LIMITED.
<b>Period of Report:</b>	Nov-20
<b>Year:</b>	2020

[illegible]

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Nov-20

Year: 2020

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.	0	-	15069	15069	15069	0	15069	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	999	999	999	0	999	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	0	0	0	0	0	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	4786	4786	4786	0	4786	0
Continuous Scheduled Power Outage	0	0	371	371	371	0	371	0
Replacement of Burnt Meter or Stolen Meter	0	45	2049	2094	1789	156	1945	104

**FORMAT IV: Quality of Power Supply**

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Nov-20

Year: 2020

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	436	436	436	0	436	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/ capacitor	0	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	0	0	0	0	0	0	0	0

**FORMAT V: Complaint about meters****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov-20**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
1	2	3	4
<b>Complaint lodged for accuracy test of meter-Fast</b>	Within fifteen days	1788	0
<b>Complaint lodged for accuracy test of meter-Slow</b>	Within fifteen days	0	0
<b>Complaint lodged for defective / stuck meter</b>	Within fifteen days	314	0
<b>Complaint lodged for burnt meter</b>	Restoration of supply with 3hrs and meter	453	0
<b>Complaint lodged for stolen meter</b>		5	0

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
1788	147	8	155	1633
0	0	0	0	0
314	140	39	179	135
453	153	62	215	238
5	1	0	1	4

**FORMAT VI: New Connections / Additional Load, where power supply****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov-20**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>New Connection where no RoW or road Cutting permission is required</b>	7 days	4528	0
<b>New Connection where RoW or road Cutting permission is required</b>	15 days	0	0
<b>New Connection where no RoW or road Cutting permission is required</b>	7 days	101	0
<b>New Connection where RoW or road Cutting permission is required</b>	15 days	0	0

only can be provided from existing network

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
<b>5=3+4</b>	<b>6</b>	<b>7</b>	<b>8=6+7</b>	<b>9=5-8</b>
4528	275	35	310	4218
0	0	0	0	0
101	3	0	3	98
0	0	0	0	0

**FORMAT VII: Applications for New Connections / Additional Load, with**

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Nov-20

Year: 2020

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month
1	2	3	4
1. Electrified Areas (where extension of line upto five poles is required)	15 days from receipt of payment	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
3. Electrified areas (where new distribution transformer is required)	Within 4 months from receipt of payment	0	0
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days	0	0
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days	0	0
New Connections		0	0
Additional Load		0	0



here power supply requires extension of distribution system.

[illegible]

**FORMAT VIII: Connection in un-electrified areas**

**Name of Company:** BSES RAJDHANI POWER LIMITED.

**Period of Report:** Nov-20

**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Un-Electrified Areas (Where connection from nearby existing network is possible)</b>	Within 4 months from Commission's approval	0	0
<b>Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)</b>	Within 12 months from Commission's approval	0	0

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
0	0	0	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:** Nov-20  
**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Transfer of Name</b>	Within two billing cycles of acceptance of application or clearing of dues whichever is later	56	0
<b>Load Reduction</b>	Within ten days of acceptance of application, shall be effective from next billing cycle	65	0
<b>Change of Category</b>	As per Regulation 17 (5)	405	0
<b>Incase connection is denied after receipt of payment against demand note</b>	-	42	0
<b>Connection energized through Loop</b>	As per Regulation 11	0	0
<b>If notice towards downward if any is not sent</b>	31st May of Financial year	0	0

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
56	3	0	3	53
65	4	0	4	61
405	0	4	4	401
42	15	27	42	0
0	0	0	0	0
0	0	0	0	0

**FORMAT X: Complaints about consumer's bills, disconnection, reconnection of sup****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov-20**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Complaints on billing</b>	Only one bill in a Financial Year	1,219	0
<b>Final bill for vacation of premises /</b>	5 days	290	0
<b>Non payment of dues by the</b>	15 days	8	0
<b>Request for reconnection</b>	24hrs	64	0
<b>Consumer wanting disconnection</b>	5 days	850	0

ply.

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
<b>5=3+4</b>	<b>6</b>	<b>7</b>	<b>8=6+7</b>	<b>9=5-8</b>
1,219	36	13	49	1,170
290	4	2	6	284
8	0	0	0	8
64	13	15	28	36
850	310	92	402	448

**FORMAT XI: Failure of Distribution Transformer****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov-20**Year:** 2020

No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Failed transformer	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
7558	50	7608	1	1.31%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Note: Only 3 phase transformers considered  $\geq 400$  kVA  
Only New transformers added in the system is considered against point no. 2  
Only O&M failure considered



**FORMAT XI: Failure of Power Transformer****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov-20**Year:** 2020

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)%
260	1	261	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Nov-20  
**Year:** 2020

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	
<b>1. Power Supply Failure</b>						
(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.		15069	15069	0	100.00%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		999	999	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		4786	4786	0	100.00%
(v)	Continuous scheduled power outages		371	371	0	100.00%
(vi)	Replacement of burnt meter		2094	1789	156	85.43%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		07H:10M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		1810	1808	2	99.89%
<b>Reliability Indices</b>						
4	SAIFI		0.260	0	0	0
	SAIDI		0.160	0	0	0
	CAIDI		0.615	0	0	0
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:** Nov-20**Year:** 2020

Sl. No.	Event	Compensation specified for
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	

[illegible]

**FORMAT XV: Unauthorized Use of Electricity****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov-20**Year:** 2020

<b>No. of Cases Booked</b>	<b>No. of Cases where UUE is established by the Licensee</b>	<b>No. of cases where the consumer before</b>
23	46	C
0	0	C

<b>e appeal filed by</b>	<b>No. of cases decided by the</b>	<b>No. of cases decided by the</b>
<b>ore the Appellate</b>	<b>Appellate Authority in favor of the</b>	<b>Appellate Authority in the favor of</b>
)	0	0
)	0	0

**FORMAT XVI: Theft of Electricity****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov-20**Year:** 2020

<b>No. of Cases Booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in w delivered by th</b>
1817	973	(
0	0	(

Which judgement	No. of cases decided by the Special	No. of cases decided by the Special
of the Special Court	Court in favor of Licensee	Court in favor of Consumer
)	0	0
)	0	0