

FORMAT I: Fatal and non-fatal accident report

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

| Departmental | | Number of Accidents during the month | | | Cumulative since starting of year | | Cumulative since starting of year | |
|--------------|-----|--------------------------------------|----|-----|-----------------------------------|-----|-----------------------------------|----|
| | | Outside | | | Departmental | | Outside | |
| FH | NFH | FH | FA | NFH | FH | NFH | FH | FA |
| 0 | 0 | 0 | 0 | 2 | 1 | 1 | 3 | 0 |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

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: Aug-20
 Year: 2020

| 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 |
|---------|--|-----------------------------|------------------|---|-------------------------|---|--|--|
| 1 | Pole - BSES SVR V 689 & Premises H. NO. 208, Gali No. M-26, Molar Band Extn., Badarpur, New Delhi. | 18.08.2020 at about 3:43 PM | Non-fatal | The Victim Smt. Laxmi Devi was removing plastic from the 25 KVA DTR after completion of tile work and come in contact of HVDS DD FUSE. Immediately tripping occurred from S/Stn No.-3 M.B. EXT. There was electricity complaint in area. Laki LM visited the site and some one told about elctric accident at Gali No. -26 M and DD fuse of 25 KVA DTR blown. Then supply restored. After the accident, victim was taken to Shivalik Hospital by family members. safety team received Written Statement for not want legal proceedings regarding this case has been given to BSES by the victim i.e. Smt. Laxmi Devi and her husband Sh. Khila Nand Panta who have accepted his /her mistake | NIL | NIL | NIL | NIL |
| 2 | Plot No. 109, Gali No.10, Vipin Garden Extn., Uttam Nagar, New Delhi-110059. | 31.08.2020 at 18:00 hrs. | Non-fatal | It has been intimated by Sh. Raj Vij, AsVP (O&M) MGN vide his mail dated 25.09.2020 that Electrical Inspector has informed on 17.09.2020 about an electrical accident occurred on 31.08.2020 at Plot No. 109, Gali No.10, Vipin Garden Extn., Uttam Nagar, New Delhi-110059 and requested for shutdown of line for measurement of clearances and have a joint visit of the accident site. Sub division team has no information of the above incident and therefore accident report on Form A has not been sent to Electrical Inspectorate. Accident was reported to Electrical Inspectorate by Police Station Mohan Garden on 15.09.2020. During joint visit on 18.09.2020, it has been gathered that on 31.08.2020 construction work was going on at Plot No. 109, Gali No.10, Vipin Garden Extn., Uttam Nagar, New Delhi-110059, 3 Nos. labours were lifting Grill from Ground Floor to Second Floor with the help of rope during which an electric shock felt by a labour who was pulling the grill from the second floor & immediately he left the rope due to which another person who was pulling the grill got unbalanced and fell from the Second Floor. As per consumer, he tied 2 nos. ropes on 95 mm LT AB Cable passing through the First Floor balcony & pulled it towards the building, so that grill could be lifted without sticking on cable. Immediately both labours got hospitalized in the Tarak Hospital at Dwarka More. Labour who felt the electric shock is OK and got discharged from hospital next day. Another labour who fell from the Second Floor is no more. On Joint Inspection of the 95 mm LT AB Cable, which is passing through 1st floor Balcony of above mentioned address, it is found punctured on Phase No 1, which may be got punctured while lifting of Grill. | NIL | NIL | NIL | NIL |

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

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

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

| 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 |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |
| 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. | | - | 25129 | 25129 | 25128 | 1 | 25129 |
| Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | | 4697 | 4697 | 4697 | 0 | 4697 |
| Continuous power supply failure | | | 0 | 0 | 0 | 0 | 0 |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) | | | 10225 | 10225 | 10225 | 0 | 10225 |
| Continuous Scheduled Power Outage | | | 596 | 596 | 596 | 0 | 596 |
| Replacement of Burnt Meter or Stolen Meter | | 293 | 3718 | 4011 | 2766 | 655 | 3421 |

FORMAT IV: Quality of Power Supply

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

| 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 |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |
| Local Problem | 4 hours | 0 | 4251 | 4251 | 4251 | 0 | 4251 |
| 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: Aug-20
Year: 2020

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month | | |
|--|--|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|
| | | | | | With in Specified Time | Beyond Specified Time | Total |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |
| Complaint lodged for accuracy test of meter-Fast | Within fifteen days | 147 | 0 | 147 | 0 | 7 | 7 |
| Complaint lodged for accuracy | Within fifteen days | 0 | 0 | 0 | 0 | 0 | 0 |
| Complaint lodged for defective / | Within fifteen days | 2 | 0 | 2 | 0 | 2 | 2 |
| Complaint lodged for burnt meter | Restoration of supply with 3hrs and meter to be replaced within 3days. | 6 | 0 | 6 | 0 | 6 | 6 |
| Complaint lodged for stolen meter | | 0 | 0 | 0 | 0 | 0 | 0 |

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: Aug-20
 Year: 2020

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month | | |
|--|----------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|
| | | | | | With in Specified Time | Beyond Specified Time | Total |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 628 | 0 | 628 | 5 | 95 | 100 |
| New Connection where RoW or road Cutting permission is required | 15 days | 0 | 0 | 0 | 0 | 0 | 0 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 31 | 0 | 31 | 0 | 5 | 5 |
| New Connection where RoW or road Cutting permission is required | 15 days | 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: Aug-20
 Year: 2020

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month | | |
|--|---------------------------------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|
| | | | | | With in Specified Time | Beyond Specified Time | Total |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |
| 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 |
| Additional Load | | 0 | 0 | 0 | 0 | 0 | 0 |

FORMAT VIII: Connection in un-electrified areas

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

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month | | |
|--|---|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|
| | | | | | With in Specified Time | Beyond Specified Time | Total |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |
| Un-Electrified Areas (Where connection from nearby existing network is possible) | Within 4 months from Commission's approval | 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 |

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

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

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month | | |
|--------------|----------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|
| | | | | | With in Specified Time | Beyond Specified Time | Total |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |

| | | | | | | | |
|--|---|-----|---|-----|---|----|----|
| Transfer of Name | Within two billing cycles of acceptance of application or clearing of dues whichever is later | 28 | 0 | 28 | 0 | 15 | 15 |
| Load Reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 29 | 0 | 29 | 0 | 6 | 6 |
| Change of Category | As per Regulation 17 (5) | 313 | 0 | 313 | 0 | 3 | 3 |
| Incase connection is denied after receipt of payment against demand note | - | 1 | 0 | 1 | 0 | 1 | 1 |
| Connection energized through Loop | As per Regulation 11 | 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 |

FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.

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

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint | Complaints attended during the month | | |
|----------------------------|-----------------------------------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|
| | | | | | With in Specified Time | Beyond Specified Time | Total |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 |
| Complaints on billing | Only one bill in a Financial Year | 222 | 0 | 222 | 32 | 8 | 40 |
| Final bill for vacation of | 5 days | 104 | 0 | 104 | 0 | 15 | 15 |
| Non payment of dues by the | 15 days | 2 | 0 | 2 | 0 | 1 | 1 |
| Request for reconnection | 24hrs | 12 | 0 | 12 | 0 | 0 | 0 |
| Consumer wanting | 5 days | 1 | 0 | 1 | 0 | 1 | 1 |

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-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 = $\frac{\text{transf}}{\text{total}} \times 100$ |
|--|---|---|--|--|
| 1 | 2 | 3=1+2 | 4 | 5= $\frac{4}{3} \times 100$ |
| 7523 | 15 | 7538 | 4 | 5.3 |
| | | | | |

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: Aug-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 |
|---|--|------------------------------------|-------------------------------------|----------------|
| 1 | 2 | 3=1+2 | 4 | 5=(4)*100/3 |
| 259 | 1 | 260 | 0 | 0.0 |
| | | | | |
| | | | | |

FORMAT XIII: Summary of Overall Standards of Performance.

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

| Sl. No. | Service area | Overall Standards of Performance | Total Cases Received / Reported (A) | Complaints Attended (B) | | Standard of Achievement |
|-----------------------------------|---|----------------------------------|-------------------------------------|-------------------------|-----------------------|-------------------------|
| | | | | 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. | | 25129 | 25128 | 1 | 100. |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 4967 | 4967 | 0 | 100. |
| (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 | | 10225 | 10225 | 0 | 100. |
| (v) | Continuous scheduled power outages | | 596 | 596 | 0 | 100. |
| (vi) | Replacement of burnt meter | | 4011 | 2766 | 655 | 68.9 |
| Period of Scheduled Outage | | | | | | |
| 2 | Maximum duration in a single stretch | | 08H:48M | | | |
| | Restoration of supply by 6:00 PM | | ALL | | | |
| 3 | Faults in street light maintained by the | | 5063 | 5063 | 0 | 100. |
| Reliability Indices | | | | | | |
| 4 | SAIFI | | 0.490 | | | |
| | SAIDI | | 0.220 | | | |
| | CAIDI | | 0.4490 | | | |
| 5 | Frequency variation | | 0 | 0 | 0 | 100. |

| | | | | | | |
|---|-----------------------------|--|---|---|---|---|
| 6 | Voltage imbalance | | 0 | 0 | 0 | C |
| 7 | Percentage billing mistakes | | 0 | 0 | 0 | C |

* New method used for reliability index calculation*

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-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.) |
| 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: Aug-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 d Appellate Author |
|---------------------|---|--|--|---------------------------------|
| 20 | 95 | 0 | 4 | C |

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-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 d Special Court in f |
|---------------------|---|--|--|-----------------------------------|
| 988 | 640 | 0 | 0 | C |

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| Amount paid as compensation |
| NIL |
| NIL |
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**Balance
complaint to be
attended**

9

0

0

0

0

0

590

| |
|--|
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|--|

**Balance
complaint to be
attended**

9-5-8

0

| |
|--|
| |
|--|

| |
|---|
| Balance complaint to be attended |
| 9=5-8 |
| 140 |
| 0 |
| 0 |
| 0 |
| 0 |

| |
|---|
| Balance complaint to be attended |
| 9=5-8 |
| 528 |
| 0 |
| 26 |
| 0 |

| |
|---|
| Balance complaint to be attended |
| 9=5-8 |
| |

| |
|---|
| |
| |
| |
| |
| 0 |
| 0 |
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| |
|---|
| |
| |
| Balance complaint to be attended |
| 9=5-8 |
| 0 |
| 0 |
| |

| |
|---|
| |
| |
| Balance complaint to be attended |
| 9=5-8 |

| |
|-----|
| 13 |
| 23 |
| 310 |
| 0 |
| 0 |
| 0 |
| |

| |
|---|
| |
| Balance complaint to be attended |
| 9=5-8 |
| 182 |
| 89 |
| 1 |
| 12 |
| 0 |
| |

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| of distribution farmers |
| 00/(3)% |
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FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Aug-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 |
| - | - | - | - | 2 | 1 | 1 | 3 | - | 5 |
| - | - | - | - | - | - | - | - | - | - |
| - | - | - | - | - | - | - | - | - | - |
| - | - | - | - | - | - | - | - | - | - |
| - | - | - | - | - | - | - | - | - | - |
| - | - | - | - | - | - | - | - | - | - |
| - | - | - | - | - | - | - | - | - | - |
| - | - | - | - | - | - | - | - | - | - |

FH- Fatal Human

NFH- Non Fatal Human

FA- Fatal Animal

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-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 | - | 25129 | 25129 | 25128 | 1 | 25129 | 0 |
| Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | 0 | 0 | 4697 | 4697 | 4697 | 0 | 4697 | 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 | 10225 | 10225 | 10225 | 0 | 10225 | 0 |
| Continuous Scheduled Power Outage | 0 | 0 | 596 | 596 | 596 | 0 | 596 | 0 |
| Replacement of Burnt Meter or Stolen Meter | 0 | 293 | 3718 | 4011 | 2766 | 655 | 3421 | 590 |

FORMAT V: Complaint about meters

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

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month |
|---|---|--|--|
| 1 | 2 | 3 | 4 |
| Complaint lodged for accuracy test of meter-Fast | Within fifteen days | 147 | 0 |
| Complaint lodged for accuracy test of meter-Slow | Within fifteen days | 0 | 0 |
| Complaint lodged for defective / stuck meter | Within fifteen days | 2 | 0 |
| Complaint lodged for burnt meter | Restoration of supply with 3hrs and meter | 6 | 0 |
| Complaint lodged for stolen meter | | 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 |
| 147 | 0 | 7 | 7 | 140 |
| 0 | 0 | 0 | 0 | 0 |
| 2 | 0 | 2 | 2 | 0 |
| 6 | 0 | 6 | 6 | 0 |
| 0 | 0 | 0 | 0 | 0 |

FORMAT VI: New Connections / Additional Load, where power supply

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

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month |
|--|----------|---|-------------------------------------|
| 1 | 2 | 3 | 4 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 628 | 0 |
| New Connection where RoW or road Cutting permission is required | 15 days | 0 | 0 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 31 | 0 |
| New Connection where RoW or road Cutting permission is required | 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 | |
| $5=3+4$ | 6 | 7 | $8=6+7$ | $9=5-8$ |
| 628 | 5 | 95 | 100 | 528 |
| 0 | 0 | 0 | 0 | 0 |
| 31 | 0 | 5 | 5 | 26 |
| 0 | 0 | 0 | 0 | 0 |

FORMAT VII: Applications for New Connections / Additional Load, wi

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

FORMAT VIII: Connection in un-electrified areas

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

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month |
|--|---|---|-------------------------------------|
| 1 | 2 | 3 | 4 |
| Un-Electrified Areas (Where connection from nearby existing network is possible) | Within 4 months from Commission's approval | 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 |

| 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: Aug-20
Year: 2020

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month |
|---|---|--|--|
| 1 | 2 | 3 | 4 |
| Transfer of Name | Within two billing cycles of acceptance of application or clearing of dues whichever is later | 28 | 0 |
| Load Reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 29 | 0 |
| Change of Category | As per Regulation 17 (5) | 313 | 0 |
| Incase connection is denied after receipt of payment against demand note | - | 1 | 0 |
| Connection energized through Loop | As per Regulation 11 | 0 | 0 |
| If notice towards downward if any is not sent | 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 |
| 28 | 0 | 15 | 15 | 13 |
| 29 | 0 | 6 | 6 | 23 |
| 313 | 0 | 3 | 3 | 310 |
| 1 | 0 | 1 | 1 | 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: Aug-20
Year: 2020

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month |
|--|-----------------------------------|--|--|
| 1 | 2 | 3 | 4 |
| Complaints on billing | Only one bill in a Financial Year | 222 | 0 |
| Final bill for vacation of premises / | 5 days | 104 | 0 |
| Non payment of dues by the | 15 days | 2 | 0 |
| Request for reconnection | 24hrs | 12 | 0 |
| Consumer wanting disconnection | 5 days | 1 | 0 |
| | | | |

ply.

| 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 |
| 222 | 32 | 8 | 40 | 182 |
| 104 | 0 | 15 | 15 | 89 |
| 2 | 0 | 1 | 1 | 1 |
| 12 | 0 | 0 | 0 | 12 |
| 1 | 0 | 1 | 1 | 0 |
| | | | | |

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Aug-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)% |
| 7523 | 15 | 7538 | 4 | 5.31% |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |

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:** Aug-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)% |
| 259 | 1 | 260 | 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: Aug-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 | |
| 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. | | 25129 | 25128 | 1 | 100.00% |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 4967 | 4967 | 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 | | 10225 | 10225 | 0 | 100.00% |
| (v) | Continuous scheduled power outages | | 596 | 596 | 0 | 100.00% |
| (vi) | Replacement of burnt meter | | 4011 | 2766 | 655 | 68.96% |
| Period of Scheduled Outage | | | | | | |
| 2 | Maximum duration in a single stretch | | 08H:48M | 0 | 0 | 0.00% |
| | Restoration of supply by 6:00 PM | | ALL | 0 | 0 | 0.00% |
| 3 | Faults in street light maintained by the | | 5063 | 5063 | 0 | 100.00% |
| Reliability Indices | | | | | | |
| 4 | SAIFI | | 0.490 | 0 | 0 | 0 |
| | SAIDI | | 0.220 | 0 | 0 | 0 |
| | CAIDI | | 0.4490 | 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: Aug-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/ contract |
| 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: Aug-20
Year: 2020

| No. of Cases Booked | No. of Cases where UUE is established by the Licensee | No. of cases where the consumer benefited |
|----------------------------|--|--|
| 20 | 95 | 0 |
| 0 | 0 | 0 |

| re appeal filed by ore the Appellate | No. of cases decided by the Appellate Authority in favor of the | No. of cases decided by the Appellate Authority in the favor of |
|---|--|--|
|) | 4 | 0 |
|) | 0 | 0 |

FORMAT XVI: Theft of Electricity

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

| No. of Cases Booked | No. of complaints filed by the Licensee in Police Station | No. of cases in w delivered by th |
|----------------------------|--|--|
| 988 | 640 | (|
| 0 | 0 | (|

| Which judgement of 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 |
|---|---|---|
|) | 0 | 0 |
|) | 0 | 0 |