

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-21
 Year: 2021

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
2	0	0	0	1	3	3	5	1	4

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-21
 Year: 2021

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	11 KV NW Indoor Substation in Sub-Division Mukherjee Park, New Delhi.	01.08.2021 at 11:55 AM	Fatal	While attending the breakdown in the area RG Block, Raghurir Nagar in A-Block Tagore Garden Sub-Division on 01.08.2021 at about 9:08 AM B/D team found that the cable between NW Block, Vishnu Garden to NW Block Kiosk substation was faulty and 3 Panel Board (ABB Make) RMU is moisturized. BD Team isolated the 3 Panel Board by disconnecting all the cables from panel end. The other four Panel Board is charged. B/D team comprising Mr. Jaikishan AMC Supervisor, Mr. Ramavtar L/M, Mr. Pintu L/M, Mr. Hans Raj ALM, and Mr. Sukhvir ALM (M/S Guru Nanak Electricals) AMC Supervisor. Sh. Jaikishan to restore 990 KVA DT, a loop cable from 630 KVA DT to 990 KVA DT was laid with the intent of restoring the power supply. While doing so, lineman did not disconnect the cable from 990 KVA DT, whereas he connected the loop cable, as soon as the power supply was restored the cable between 990 KVA DT and three Panel Board back charged. Thereafter, Mr. Pintu Jha who connected the cable on 990 KVA DT came to panel side to de-moisturize the panel with hot air blower came in contact with the live cable end and got electrocuted. On the same time 11 KV NW Block, Vishnu Garden Feeder tripped from GGSH Grid. The other companions took him to Guru Gobind Singh Hospital, but, he was declared brought dead	N.A.	N.A.	N.A.	N.A.	N.A.
2	HVDS Pole No. - 4077, Opposite House No. E-30, E-Blk Shiv Enclave, Najafgarg, New Delhi.	10.08.2021 at 9:15 AM	Fatal	As reported by field staff, Sh. Gourav, lineman was deputed along with Lineman, Sh. Sachin for attending No Current Complaint on 10.08.2021 in Shiv Enclave, E-Block, Najafgarh. The lineman Sh. Gourav disconnected the supply from RMU and asked the ALM to sit there till he comes back. After few minutes the ALM Sh. Sachin was informed by a resident that the lineman has fallen down from pole which caused fatal accident (Report of Post-Mortem is awaited). It was negligence on the part of lineman that no safety equipment was used while attending the complaint. Intimation was given to the police by colony residents and meanwhile, Sh. Sachin immediately informed the SDO and others and arranged to take the victim to Rosewood Hospital, Najafgarh, from where he was referred to Rao Tula Ram Hospital, Jaffarpur, New Delhi.	N.A.	N.A.	N.A.	N.A.	N.A.

FORMAT V: Complaint about meters								
Name of Company: BSES RAJDHANI POWER LIMITED.								
Period of Report: Aug-21								
Year: 2021								
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	1,881	5,349	7230	3,464	542	4006	3224
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	473	1,996	2469	1,183	784	1967	502
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	906	4,006	4912	2,462	1,735	4197	715
Complaint lodged for stolen meter		14	56	70	36	26	62	8

FORMAT VI: New Connections / Additional Load, where power supply can be provided from existing network								
Name of Company: BSES RAJDHANI POWER LIMITED.								
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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	6,435	22,574	29009	18,655	3,063	21718	7291
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	134	492	626	435	21	456	170
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.								
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Year: 2021								
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

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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.

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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	368	2,882	3,250	2,798	168	2,966	284

Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	177	1,429	1,606	1,378	88	1,466	140
Change of Category	As per Regulation 17 (5)	307	510	817	424	55	479	338
Incase connection is denied after receipt of payment against demand note	-	155	1,158	1,313	429	884	1,313	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.

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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	851	1,461	2,312	1,162	427	1,589	723
Final bill for vacation of premises	5 days	340	523	863	484	273	757	106
Non payment of dues by the	15 days	33	87	120	93	3	96	24
Request for reconnection	24hrs	89	721	810	538	180	718	92
Consumer wanting disconnection	5 days	1,086	5,122	6,208	3,285	2,008	5,293	915

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
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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)%
7724	6	7730	3	3.88%

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.
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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)%
265	0	265	0	0.00%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-21
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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.		35349	35349	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.		2997	2997	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		6	5	1	83.33%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		13340	13340	0	100.00%
(v)	Continuous scheduled power outages		445	445	0	100.00%
(vi)	Replacement of burnt meter		4270	3291	552	78.23%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		6H:32M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		2353	2353	0	100.00%
Reliability Indices						
4	SAIFI		0.380			
	SAIDI		0.210			
	CAIDI		0.553			
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: Aug-21
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Sl. No.	Event	Compensation specified for violation of standard	Claimed	Payable/Paid
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			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 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.
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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 of
93	63	0	2	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
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 Year: 2021

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
3195	881	0	0	0