FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-20

Year: 2020

Number of Accidents of			nber of Accidents	during the month	Cumulative since starting of year		Cumulative si	ar	
	Departmental			Outside		nental	Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	1	0	0	0	2	4	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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-20 Year: 2020

							Remedies		Action taken to		ĺ
	SI. No.	Location of accident and details of victim	Date of occurrence	Type of accident		Findings of CEI/EI /AEI	suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	avoid recurrence of such accidents	Amount paid as compensation	
	1	J-220 / 2, Plot No-1, First Floor, Back Portion, Vishnu Garden Extn. No 2, Delhi 110018			A non-fatal accident occurred on dated 21.12.2020 at J-220 / 2, Plot No-1, First Floor, back portion, Vishnu Garden Extn., No 2, Delhi 110018 during meter installation work against New connection Order No 1026352814 in which Sh. Janak Raj, L/M of Vendor M/S India Care got electric flash. During this meter installation work, Mr. Janak Raj L/M, MMG connected the wire of the drill machine for electric supply directly to the I/C of MCB at which the O/G of 3 phase meter (M no. 2772137) was found already connected. During the disconnection of the drill machine wire by the L/M Mr. Janak Raj, a short circuit happened and an electric flash hit the face of L/M Mr. Janak Raj who then immediately taken to the hospital (Jeevan Jyoti M-Block Vikas Puri).	N.A.	N.A.	N.A.	N.A.	N.A.	
ł											i
t											ĺ
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											ĺ

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Dec-20 2020

the previous Specified Time Specified Time Beyond specified time Total attended										
Service Area Standard Complaint of the previous month Complaint received during the month Total Complaint Specified Time Beyond specified time Total complaint to be attended	П	_	·	Pending			Con	nplaints attended during the n	nonth	Deleves
1 2 3 4 5=3+4 6 7 8=6+7 9	S	ervice Area	Standard	the previous	Complaint received during the month			Beyond specified time	Total	complaint to be
	Г	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,		-	26436	26436	26436	0	26436	0
excluding the failure where	i							
distribution transformer requires	i							
replacement.								
Continuous power failure	i							
affecting more than 100	i							
consumers connected at Low	i							
voltage supply excluding the	1		1629	1629	1629	0	1629	0
failure where distribution	i							
transformer requires	i							
replacement.	i							
Continuous power supply failure			0	0	0	0	0	0
Continuous power failure								
affecting consumers connected	i							
through High Voltage	1		7927	7927	7927	0	7927	0
Distribution System (HVDS) and	i							
not covered under (i) & (ii)								
Continuous Schduled Power			590	590	590	0	590	0
Outage			530	330	330	3	390	0
Replacement of Burnt Meter or		104	2069	2173	1676	430	2106	67
Stolen Meter	1	104	2009	21/3	10/0	430	2100	07

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-20 Year: 2020

rear.	2020							
		Pending complaint of				plaints attended during the n	nonth	Balance
Service Area	Standard	the previous	Complaint received during the month	Total Complaint	Within			complaint to be attended
		month			-			attenaca
					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	413	413	413	0	413	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.

		Pending			Con	nplaints attended during the n	nonth	Palanca
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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	967	1,181	2148	1,256	401	1657	491
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective	Within fifteen days	418	1,838	2256	1,223	597	1820	436

Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	392	2,473	2865	1,485	917	2402	463
Complaint lodged for stolen meter	to be replaced within 3days.	6	47	53	29	13	42	11

FORMAT VI: New Connections / Additional Load, where power suppply can be provided from existing network

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Dec-20 Year: 2020

		Pending			Con	plaints attended during the n	nonth	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	4,752	14,036	18788	9,257	4,022	13279	5509
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	98	117	215	82	33	115	100
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0

 $\label{lem:formation} \textbf{FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system.}$

Name of Company: BSES RAJDHANI POWER LIMITED.

_		Pending			Cor	nplaints attended during the m	nonth	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							

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Dec-20 2020

		Pending			Complaints 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
(Where connection from nearby	Within 4 months from Commission's approval	0	0	0	0	0	0	0
network is to be laid or grid	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.

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Dec-20 2020

		Pending			Cor	nplaints attended during the n	nonth	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	67	2,131	2,198	2,116	24	2,140	58
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	99	1,585	1,684	1,545	48	1,593	91
Change of Category	As per Regulation 17 (5)	385	422	807	348	22	370	437

Incase connection is denied								
after receipt of payment against	-	185	879	1,064	316	662	978	86
demand note								
Connection energized through	As per Regulation 11	0	0	0	0	0	0	0
Loop	As per Regulation 11	U	O	Ů	Ů	0		U
If notice towards downward if	31st May of Financial	0	0	0	0	0	0	0
any is not sent	year	U	U	U	U	0	U	ı

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Dec-20 Year: 2020

		Pending			Con	Complaints attended during the month					
Service Area	Standard	complaint of	Complaint received during the month Total Compla		With in Specified Time	Beyond Specified 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	933	648	1,581	653	207	860	721			
Final bill for vacation of	5 days	219	117	336	124	162	286	50			
Non payment of dues by the	15 days	10	132	142	129	3	132	10			
Request for reconnection	24hrs	52	1,185	1,237	837	249	1,086	151			
Consumer wanting	5 days	840	4,772	5,612	3,223	1,565	4,788	824			

FORMAT XI: Failure of Distribution Transformer

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Dec-20 Year: 2020

No. of Distribution transformers added during the month	Total number of distribution transformers	Number of Distribution transformers failed	% Failure rate of distribution transformers
2	3=1+2	4	5=(4)*100/(3)%
59	7667	2	2.61%
			_
·			_
		added during the month 2 3=1+2 59 7667	added during the month Total number of distribution transformers Number of Distribution transformers failed 3 = 1+2

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.

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)%
261	1	262	0	0.00%
				· ·

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-20 Year: 2020

SI. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Comp	laints 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.		26436	26436	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.		1629	1629	0	100.00%	
(1111)	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		7927	7927	0	100.00%	
(v)	Continuous scheduled power outages		590	590	0	100.00%	
(vi)	Replacement of burnt meter		2173	1676	430	77.13%	
			Period of Scheduled Outage				
	Maximum duration in a single stretch		07H:49M				
	Restoration of supply by 6:00 PM		ALL				
3	Faults in street light maintained by the		1383	1379	4	99.71%	
		-	Reliability Indices	, , , , , , , , , , , , , , , , , , , 			
	SAIFI		0.470				
	SAIDI CAIDI		0.210				
			0.447 0	0	0	0	
	Frequency variation Voltage imbalance		0	0	0	0	
	Percentage billing mistakes		0	0	0	0	
	reiteiltage billing illistakes		U	U	U	U	

^{*} New method used for reliabilty index calculation*

FORMAT XIV: Compensation Details

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Dec-20 2020

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.					
(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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Dec-20 2020

	No. of Cases where UUE is established		No. of cases decided by the Appellate	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	Authority in favor of the Licensee	Appellate Authority in the favor
43	35	1	1	0

FORMAT XVI: Theft of Electricity

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Dec-20 2020

No. of Cases Booked in Police Station No. of cases in which judgement delivered by the Special Court favor of Licensee Special Court in favor of Licensee 1700 1144 0 0 0 0		No. of complaints filed by the Licensee		No. of cases decided by the Special Court in	No. of cases decided by the
1700 1144 0 0 0	No. of Cases Booked	in Police Station	No. of cases in which judgement delivered by the Special Court	favor of Licensee	Special Court in favor of Consumer
	1700	1144	0	0	0

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-20 Year: 2020

Nun	Number of Accidents during the month					Cumulative since				
Departi	mental		Outside			mental	Outside			
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH	
-	1	-	-	-	2	4	4	1	11	
-	-	1	1	•	1	1	-	-	-	
-		-	-	-	-	-	-	-	-	
-		-	-	-	-	-	-	-	-	
-	1	-	-	-	-	1	-	-	-	
-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	

FH- Fatal Human NFH- Non Fatal Human FA- Fatal Animal

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Dec-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	J-220 / 2, Plot No- 1, First Floor, Back Portion, Vishnu Garden Extn. No 2, Delhi 110018	21.12.2020	Non-Fatal	A non-fatal accident occurred on dated 21.12.2020 at J-220 / 2, Plot No-1, First Floor, back portion, Vishnu Garden Extn., No 2, Delhi 110018 during meter installation work against New connection Order No 1026352814 in which Sh. Janak Raj, L/M of Vendor M/S India Care got electric flash. During this meter installation work, Mr. Janak Raj L/M, MMG connected the wire of the drill machine for electric supply directly to the I/C of MCB at which the O/G of 3 phase meter (M no. 2772137) was found already connected. During the disconnection of the drill machine wire by the L/M Mr. Janak Raj, a short circuit happened and an electric flash hit the face of L/M Mr. Janak Raj who then immediately taken to the hospital (Jeevan Jyoti M-Block Vikas Puri).	N.A.	N.A.	N.A.	N.A.	N.A.
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.

reur.	2020	Pending	Complaint		Complaint	s attended during	the month	Balance
Service Area	Standard	complaint of the previous month	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.	0	-	26436	26436	26436	0	26436	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	1629	1629	1629	0	1629	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	7927	7927	7927	0	7927	0
Continuous Schduled Power Outage	0	0	590	590	590	0	590	0
Replacement of Burnt Meter or Stolen Meter	0	104	2069	2173	1676	430	2106	67

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Service Area	Standard	Pending Complaint complaint of the		Total Complaint	Complaints attended during the month			Balance complaint to be
Service Area	Stanuaru	-	the month	Total Complaint	Within Specified	Beyond		
		previous month	the month		Time	specified time	Total	attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	413	413	413	0	413	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.

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	967	1181
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	418	1838
Complaint lodged for burnt meter	Restoration of supply	392	2473
Complaint lodged for stolen meter	with 3hrs and meter	6	47

	Complaint	s attended during	the month	
Total Complaint	With in Specified Time	Beyond Specified Time	Total	Balance complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
2148	1256	401	1657	491
0	0	0	0	0
2256	1223	597	1820	436
2865	1485	917	2402	463
53	29	13	42	11
		·		

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

Name of Company: BSES RAJDHANI POWER LIMITED.

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	4752	14036
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	98	117
New Connection where RoW or road Cutting permission is required	15 days	0	0

oly can be provided from existing network

	Complaint	s attended during	the month	Balance
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
18788	9257	4022	13279	5509
0	0	0	0	0
215	82	33	115	100
0	0	0	0	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.

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 distribtion 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

nere power supply requires extension of distribution system.

	Complaint	s attended during	the month	Balance
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.

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

	Complaint	the month	Balance	
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
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.

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	67	2,131
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	99	1,585
Change of Category	As per Regulation 17 (5)	385	422
Incase connection is denied after receipt of payment against demand note	-	185	879
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

	Complaint	s attended during	the month	Balance
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
2,198	2,116	24	2,140	58
1,684	1,545	48	1,593	91
807	348	22	370	437
1,064	316	662	978	86
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.

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	933	648
Final bill for vacation of premises /	5 days	219	117
Non payment of dues by the	15 days	10	132
Request for reconnection	24hrs	52	1,185
Consumer wanting disconnection	5 days	840	4,772

ply.

	Complaint	s attended during	the month	Balance
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
1,581	653	207	860	721
336	124	162	286	50
142	129	3	132	10
1,237	837	249	1,086	151
5,612	3,223	1,565	4,788	824

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-20 Year: 2020

	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)%
7608	59	7667	2	2.61%
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 XI: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

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)%
261	1	262	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.

SI. No.	Service area	Overall Standards of Performance Total Cases Received / Reported (A) Complaints Attended (B)		Standard of Performance Achieve (C)		
				Within Specified Time	Beyond specified time	
			1. Power Supply Failure			
	Continuous power failure affecting					
	individual consumer and group of					
(i)	consumer upto 100 connected at Low		26436	26436	0	100.00%
(1)	voltage supply, excluding the failure		20430	20430	O	130.00%
	where distribution transformer					
	requires replacement.					
	Continuous power failure affecting					
	more than 100 consumers connected at					
(ii)	Low voltage supply excluding the		1629	1629	0	100.00%
	failure where distribution transformer					
	requires replacement.					
	Continuous power supply failure					
(iii)	requiring replacement of distribution		0	0	0	100.00%
	transformer.					
	Continuous power failure affecting					
/:\	consumers connected through High		7027	7027	0	100.00%
(iv)	Voltage Distribution System (HVDS)		7927	7927 0	100.00%	
	and not covered under (i) & (ii) above					
(v)	Continuous scheduled power outages		590	590	0	100.00%
(vi)	Replacement of burnt meter		2173	1676	430	77.13%
			Period of Scheduled Outa	age		
2	Maximum duration in a single stretch		07H:49M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		1383	1379	4	99.71%
			Reliability Indices	1		
4	SAIFI		0.470	0	0	0
	SAIDI		0.210	0	0	0
	CAIDI		0.447	0	0	0
5	Frequency variation		0	0	0	0
6	Voltage imbalance Percentage billing mistakes		0	0	0	0

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.

SI. No.	Event	Compensation specified for
1	Electricity	
-	connections	
(i)		1.5% of the demand charges deposited
(')		by consumer for each day of default.
	Electrified Areas	
(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	

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.)	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	
0	0	0	0	0	

FORMAT XV: Unauthorized Use of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

		No. of cases wher
No. of Cases Booked	by the Licensee	the consumer before
43	35	1
0	0	(

e 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 o	
Ĺ	1	0	
)	0	0	

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

	No. of complaints filed by the Licensee	No. of cases in w
No. of Cases Booked	in Police Station	delivered by th
1700	1144	C
0	0	(

hich judgement e 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