

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Feb-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
0	2	0	0	1	0	2	0	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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Feb-21
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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	Plot No. F-34, GF, Khasra No. 84 / 6, Gali No. 03, Mahavir Enclave, Palam Colony, New Delhi-110045	11.02.2021 at Approx. 15:32 Hrs.	Non-Fatal	As reported that one unknown person came in contact with our HVDS Overhead Line at Plot No. F-34, GF, Khasra No. 84 / 6, Gali No. 03, Mahavir Enclave, Palam Colony, New Delhi-110045 approximately at 15:32 Hrs. on 11.02.2021 while doing some construction activity due to which our 11 KV Feeder Mahavir Enclave, Gali No. 2 tripped from Grid. It has been further intimated by the local resident that he was taken to nearby hospital immediately by unknown person.	N.A.	N.A.	N.A.	N.A.	N.A.
2	K-2, Mahipalpur Village, New Delhi-110037.	12.02.2021 at 3:45 PM	Non-Fatal	As informed by Telephone Operator, a complaint was given on 12.02.2021 to the lineman Sh. Shiv Kumar Kamat an employee of M/S Associate Traders & Manufacturer, a licensee Contractor of BSES Rajdahani Power Limited along with his ALM Sh. Bhuran Kamat. Lineman reached at Site and found that HT Line of Rangpuri area was tripped. After patrolling HT Line, Lineman Switched ON supply from Rangpuri RMU. He again got call from TO while returning to office that no power in Rangpuri area. Lineman again started patrolling of same HT line and found broken jumper of LA at Rangpuri DP. Lineman assumed that line was tripped due to broken jumper of LA (Lightening Arrestor) and started work on HT line DP without knowing that the supply was live. Then he got an electric shock from the supply of the HT Double Pole and fell down. He was taken immediately and admitted at nearest hospital Emergency Center of Indian Spinal Injury Center, Vasant Kunj. He got burn injuries in both hands. Further treatment is undergoing in the same hospital. Presently, he is stable.	N.A.	N.A.	N.A.	N.A.	N.A.

3	Gali No. 1, Govind Puri, New Delhi-110019.	18.02.2021 at Approx. 1:00 PM	Non-Fatal	As per reported by Supervisor Mr. Khalid Azhar Farooquee of M/S Pan Electricals Pvt. Ltd. BRPL Vendor for the work done on pole. The Lineman, Sh. Sh. Tuntun Ray completed the Distribution Box Maintenance Work of the pole. He was climbing down from the pole, when he reached at a height of 5-6 feet from ground, he placed his foot on a box fitted by internet service providers. The box was fixed on the pole with wires which were broken and victim slipped and fell down on the ground. He was immediately moved to nearest Janki Hospital approximately 100 meters away from the site of accident. Victim was given all possible medical facilities in the hospital immediately. But, later, doctors referred to AIIMS immediately ambulance was arranged and the victim was admitted to AIIMS Trauma Centre at about 3:00 PM.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Feb-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
					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	28352	28352	28352	0	28352	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			942	942	942	0	942	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)			8902	8902	8902	0	8902	0
Continuous Scheduled Power Outage			904	904	904	0	904	0
Replacement of Burnt Meter or Stolen Meter		13	2016	2029	1983	46	2029	40

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Feb-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
					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	342	342	342	0	342	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.
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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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	801	0	801	107	4	111	690
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	337	0	337	94	11	105	232
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	474	0	474	166	36	202	272
Complaint lodged for stolen meter		6	0	6	3	1	4	2

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	4,827	0	4827	380	64	444	4383
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	95	0	95	3	0	3	92
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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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: Feb-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
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: Feb-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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	74	0	74	6	2	8	66
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	55	0	55	0	0	0	55
Change of Category	As per Regulation 17 (5)	379	0	379	2	2	4	375
Incase connection is denied after receipt of payment against demand note	-	12	0	12	4	8	12	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.
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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	659	0	659	60	1	61	598
Final bill for vacation of premises	5 days	35	0	35	4	0	4	31
Non payment of dues by the	15 days	12	0	12	0	0	0	12
Request for reconnection	24hrs	107	0	107	41	14	55	52
Consumer wanting disconnection	5 days	706	0	706	194	35	229	477

FORMAT XI: Failure of Distribution Transformer

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

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)%
7677	10	7687	0	0.00%

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
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FORMAT XII: Failure of Power Transformer				
Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		Feb-21		
Year:		2021		
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)%
262	2	264	0	0.00%

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company:		BSES RAJDHANI POWER LIMITED.				
Period of Report:		Feb-21				
Year:		2021				
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.		28352	28352	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.		942	942	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	0%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		8902	8902	0	100.00%
(v)	Continuous scheduled power outages		904	904	0	100.00%
(vi)	Replacement of burnt meter		2029	1943	46	95.76%

		Period of Scheduled Outage				
2	Maximum duration in a single stretch		7H:57M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1699	1696	3	99.82%
Reliability Indices						
4	SAIFI		0.280			
	SAIDI		0.160			
	CAIDI		0.571			
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: Feb-21
 Year: 2021

Sl. No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
			No. of Cases	Amount Claimed	No. of cases in which compensation is payable	Amount of compensation payable in (Rs.)	Amount of compensation paid in (Rs.)
1	Electricity connections						
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.					
(ii)	Augmentation	1.5% of the demand charges deposited by consumer for each day of default					
(iii)	Un-electrified	1% of the amount deposited by developer/applicants per day of default.					
(iv)	Connection denied	1.5% of the demand charges deposited by consumer for each day of default subject to maximum					
(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: Feb-21
 Year: 2021

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
69	84	5	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Feb-21
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
1039	843	1	0	1