

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Feb-23
Year: 2023

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	-	1	-	5	5	-	6
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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-23
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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	Lokesh Park, Najafgar, New Delhi-110043. Sh. Hari Om	20.02.2023 at 12:50 PM (Approx.)	Non-Fatal	On 21.02.2023, at around 12:50 Hrs., TO on duty Sh. Ashok Kumar received a call about fire incident at Lokesh Park. Accordingly, Linemen, Sh. Dinesh and Sh. Mithlesh were sent to the site immediately. After reaching the site, It has been observed by the linemen that CT / PT Unit Tank has exploded. This CT / PT Unit was bypassed and the supply was restored by the linemen. In the meantime, fire was extinguished by the Fire brigade. As per the eyewitness, accidentally one person has sustained some injuries due to the fire and he was taken to the nearby hospital. He was under treatment at Vikas Hospital Najafgarh till 21.02.2023. Yesterday, he was shifted to Burnt Unit of Safderjung Hospital. Actual cause of explosion is under investigation. The intimation report has been sent to Electrical Inspector on 21.02.2023.	0	0	0	0	0
2	Sub-Station No. 8, Okhla, Ph-I, New Delhi.-Sh. Sanjay Kumar S/o Mr. Sudama-Contractual Lineman	09.02.2023 at 16:00 Hrs (Approx.)	Non-Fatal	It has been reported that on 09.02.2023 around 4:00 pm Mr. Sanjay Kumar, Linemen got flash on his hand while removing the blower wire from ACB and fire got in his clothes which leads to fire burns in his abdomen and legs, after giving first aid in ESI hospital Okhla Ph-1, he has been transferred to Safdarjung Hospital for further treatment. He is taking treatment in burns and injuries, no abnormalities / health issue reported as per Medical Report.	N.A.	N.A.	N.A.	N.A.	N.A.
3	Plot No-107, Block R-III, A-2, Extension, Mohan Garden, Uttam Nagar, New Delhi. Sh. Sachin S/o Sh. Satish	08.02.2023	Fatal	This Fatal electrical accident happened at Plot No-107, Block R-III, A2 Extension, Mohan Garden, Uttam Nagar, New Delhi on 08.02.2023 and came to the notice of SDO Vipin Garden; Sh. Udham Singh on 20.02.2023, when he received a call from Electrical Inspector . EI (Mr Ravi Verma) along with DP officials have visited the site in the presence of BRPL O&M officers on 20.02.2023. On 08.02.2023, the victim was cleaning the drains & malba of a vacant under construction plot using JCB. During this process, when he was smoking Bidi sitting at the top of the JCB seat, came in contact with BRPL HVDS mains the incident happened and he was electrocuted. Vertical clearance of HVDS at this site was found to be approx 3.4 mtrs against prescribed norms of 3.7 mtrs which has been witnessed by DP and EI both on 20.02.2023. There was no tripping on LT or HT circuits, nor any complaint received at complaint center or through RWA.	N.A.	N.A.	N.A.	N.A.	N.A.
4	Lokesh Park, Najafgar, New Delhi-110043. Sh. Hari Om	20.02.2023 at 12:50 PM (Approx.)	Non-Fatal	On 21.02.2023, at around 12:50 Hrs., TO on duty Sh. Ashok Kumar received a call about fire incident at Lokesh Park. Accordingly, Linemen, Sh. Dinesh and Sh. Mithlesh were sent to the site immediately. After reaching the site, It has been observed by the linemen that CT / PT Unit Tank has exploded. This CT / PT Unit was bypassed and the supply was restored by the linemen. In the meantime, fire was extinguished by the Fire brigade. As per the eyewitness, accidentally one person has sustained some injuries due to the fire and he was taken to the nearby hospital. He was under treatment at Vikas Hospital Najafgarh till 21.02.2023. Yesterday, he was shifted to Burnt Unit of Safderjung Hospital. Actual cause of explosion is under investigation. The intimation report has been sent to Electrical Inspector on 21.02.2023.	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.
Period of Report: Feb-23
Year: 2023

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	0	20373	20373	20373	0	20373	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	3419	3419	3419	0	3419	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	7279	7279	7279	0	7279	0
Continuous Scheduled Power Outage	0	0	671	671	671	0	671	0
Replacement of Burnt Meter or Stolen Meter	0	110	1381	1491	1107	175	1282	209

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	856	0	856	547	89	636	220
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	518	0	518	129	275	404	114
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	351	0	351	119	174	293	58
Complaint lodged for stolen meter		8	0	8	2	5	7	1

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

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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	4282	18701	22983	22698	74	22772	211
New Connection where RoW or road Cutting permission is required	15 days	28	137	165	142	0	142	23
New Connection where no RoW or road Cutting permission is required	7 days	73	273	346	245	9	254	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.

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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	0	0	0	0	0	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	0	0	0	0	0
3. Electrified areas (where new distribution transformer is required)	Within 4 months from receipt of payment	0	0	0	0	0	0	0
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days	0	0	0	0	0	0	0
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days	0	0	0	0	0	0	0
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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Period of Report: Feb-23
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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	1,483	4,374	5,857	5,067	0	5,067	790
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	333	632	965	742	7	749	216
Change of Category	As per Regulation 17 (5)	125	475	600	485	11	496	104
Incase connection is denied after receipt of payment against demand note	-	0	0	0	0	0	0	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	376	0	376	95	10	105	271
Final bill for vacation of premises /	5 days	10	0	10	5	0	5	5
Non payment of dues by the	15 days	7	0	7	0	1	1	6
Request for reconnection	24hrs	170	0	170	36	105	141	29
Consumer wanting disconnection	5 days	722	0	722	246	392	638	84

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Feb-23
Year: 2023

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)%
8045	0	8045	1	1.24%
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.
Period of Report: Feb-23
Year: 2023

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)%
274	0	274	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.
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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.		29373	29373	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.		3419	3419	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		7279	7279	0	100.00%
(v)	Continuous scheduled power outages		671	671	0	100.00%
(vi)	Replacement of burnt meter		1491	1107	175	86.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		3H:57M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		826	822	4	99.52%
Reliability Indices						
4	SAIFI		0.300	0	0	0
	SAIDI		0.110	0	0	0
	CAIDI		0.367	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: Feb-23
Year: 2023

Sl. No.	Event	Compensation specified for	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		0	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation	1.5% of the demand charges deposited	0	0	0	0	0
(iii)	Un-electrified	1% of the amount deposited by	0	0	0	0	0
(iv)	Connection denied	1.5% of the demand charges deposited	0	0	0	0	0
(v)	Connection energized	Rs. 500 per kW of sanctioned/	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default	0	0	0	0	0
4	Notice for downward	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of	Rs.50 for each day of default	0	0	0	0	0
8	Fault in street	Rs. 75 for each day of default	0	0	0	0	0
9	Voltage fluctuations		0	0	0	0	0
10	Power Supply Failure		0	0	0	0	0
11	Total		0	0	0	0	0

FORMAT XV: Unauthorized Use of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Feb-23

Year: 2023

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	No. of cases decided by the Appellate Authority in favor of the	No. of cases decided by the Appellate Authority in the favor of
91	116	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Feb-23
Year: 2023

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
3094	392	5	1	4
0	0	0	0	0