

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jan-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	-	4	4	-	5
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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: Jan-23
 Year: 2023

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
0	0	0	0	0	0	0	0	0	0
1	Mandi Village near Toll Plaza (Near AE (E&M) Mehrauli T/W Near Ashok Pradhan House, Near Hanuman Mandir, Mandi Village), New Delhi. Sh. Pooran-Contractual ALM of M/s Imperial Electricals	12.01.2023 at 4:00 PM (Approx.)	Non-Fatal	On dated 12.01.2023 at about 4:00 PM, a team of MMG staff div SKT (Vendor manpower) visited the site at Mandi village to replace prepaid 3 ph meter of tube well of DJB which was installed in consumer panel. Before replacing the Meter, team wrote shutdown request at subdivision but didn't avail while working at site. While replacing Meter, team tried to take reading of old Meter by pressing push buttons & sudden got flash and the Pooran ALM got injured. As reported by MMG staff Mr. Mahinder Singh MMG supervisor who was with the team taken him trauma center immediately and got the appropriate treatment. Due to the flash the face, neck and arms of victim got so burnt resulting the outer layer of skin removed as seen in photographs taken. Safety equipments were provided to lineman by vendor. Still he is admitted in AIIMS Trauma center and he is well as reported.	N.A.	N.A.	N.A.	N.A.	N.A.
2	G-22, Kh. No. 574, Chattarpur Extension New Delhi	18.01.2023 at 8:30 AM (Approx.)	Fatal & Non-Fatal	On dated 18.01.2023 at 8:20 AM (Approx.), an incident took place at address G-22, Khasra No. 574, Chattarpur Extension, New Delhi. There was no information received on the incident date, however, on dated 20.01.2023, Electrical Inspector Sh. Manoj Kumar called SDO for Joint Visit and in absence of SDO, SDO Support has visited the site and found that there was an electrical accident took place at this site. During Joint Visit all aspects were checked with Electrical Inspector and it has been observed that the resident encroached BSES HVDS Pole No SKTM675 along with Transformer and distance of Balcony from DD Unit Set is only 201mm., no current leakage observed during testing at site, no fault / tripping found on BSES Network / Assest. Accessibility Notice already served against the said premise on dated 11.05.2019 having Diary No. 321. The site photographs have been taken Post Accident.	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: Jan-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	28425	28425	28425	0	28425	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	2003	2003	2003	0	2003	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	10790	10790	10790	0	10790	0
Continuous Scheduled Power Outage	0	0	725	725	725	0	725	0
Replacement of Burnt Meter or Stolen Meter	0	74	2035	2109	1946	53	1999	110

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jan-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
					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	789	1433	2222	1075	239	1314	908
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	620	1815	2435	1562	359	1921	514
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	305	2199	2504	1696	463	2159	345
Complaint lodged for stolen meter		9	47	56	31	17	48	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	7051	17673	24724	20437	5	20442	4282
New Connection where RoW or road Cutting permission is required	15 days	58	20	78	50	0	50	28
New Connection where no RoW or road Cutting permission is required	7 days	39	246	285	200	12	212	73
New Connection where RoW or road Cutting permission is required	15 days	2	0	2	2	0	2	0

Note: Applications are excluded where deficiencies are not resolved by consumer within DERC stipulated timelines as per Regulation 11 (2) (viii) as the application stands lapsed and the applicant has to apply afresh.

* Currently there is no flag available in system for identifying RoW/Road cutting permission. So we have taken all KCC segment cases(>44KW) under RoW/Road cutting permission required. And rest of the cases are taken under no RoW/Road cutting permission required. We are working on it to incorporate the RoW/Road cutting permission flag in system.

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 distribtion 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

* Currently there is no flag available in system for identifying New connection/addtional load cases based on power supply requires extension of distributed system and with sub categories mentioned in Format VII .So we have considered all new connection & Addtional load cases and shown separately.
 We are working on it to incorporate all fields mentioned in MIS format VII in system.

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
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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
					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 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	Failed transformer	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
8045	0	8045	2	2.49%
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: Jan-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)%
273	1	274	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

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

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.		28425	28425	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.		2003	2003	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		10790	10790	0	100.00%
(v)	Continuous scheduled power outages		725	725	0	100.00%
(vi)	Replacement of burnt meter		2109	1946	53	97.35%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		3H:55M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		767	766	1	99.87%
Reliability Indices						
4	SAIFI		0.210	0	0	0
	SAIDI		0.150	0	0	0
	CAIDI		0.714	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: Jan-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:** Jan-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
144	152	1	16	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jan-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
1270	326	1	1	0
0	0	0	0	0