

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-20
Year: 2020

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

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: Jul-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	Amount paid as compensation
1	D.P. structure of Babloo Dairy area. (Sh Shiv Vishal, ALM of AMC Vendor Amarnath Electrical working in Div-SVR)	04.07.2020	Non-fatal	Sh Shiv Vishal, ALM of AMC Vendor Amarnath Electrical working in Div-SVR . On dated 04.07.2020 he reported in the morning shift (Shift B). After around one hour, Sh Shiv Vishal left the office without any intimation. Linemen Sh Sabajeet informed TO in the afternoon that his ALM is not with him and his helper Mr Shiv vishal is also not reachable on phone. TO then tried to contact Sh Vishal telephonically but his phone was switched off. Since Sh Shiv Vishal left the duty without intimating anyone and his phone was switched off, ALM Sh Balister Thakur was called on Duty. At around 9:30 PM, Linemen Sh Pramod was informed by locals of Babloo Dairy area that there was a blast at D.P. structure as a man has climbed on DP and got electric shock. He was identified as Sh Shiv Vishal ALM who was taken to Apollo Hospital by Locals where he was given first aid and is being shifted to Safderjung hospital through ESI .	NIL	NIL	NIL	NIL	NIL
2	68 / 1, FF, Bhagwan Nagar, Kirlokari, New Delhi-110014. (Master Krishna S/o Sh. Ajay Kumar aged about 6-7 years)	09.07.2020 at 16:35 Hrs.	Non-fatal	On 09th July 2020 at about 16:35 Hrs., 33 KV Feeder from I.P.Station to Bay 37 Kilokari from I.P. Station has tripped on earth fault. The information regarding this tripping was received from System Operation and EHV Breakdown team was deputed to attend the feeder. When EHV Breakdown Team reached at 33 KV Kilokari Grid to isolate the feeder from Kilokari Grid end. Information was received through some local residents that one child Master Krishna S/o Sh. Ajay Kumar aged about 6-7 years got electric burns. It was further revealed that Master Krishna came in contact with live 33 KV O/H feeder Bay 37 from I.P.Station while he was trying to take out a hanging kite on the overhead line just adjacent to his house 68 / 1, Bhagwan Nagar, Kilokari, New Delhi-110014. Master Krishna was taken to hospital by his family members and he was admitted in hospital having 70% burnt.	NIL	NIL	NIL	NIL	NIL

Installation and Up gradation of High Tension/ Low Tension								
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FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-20
 Year: 2020

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	629	0	629	309	168	477	152
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	71	0	71	35	35	70	1
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	702	0	702	200	496	696	6
Complaint lodged for stolen meter		5	0	5	2	3	5	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-20
 Year: 2020

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	1,803	0	1803	335	564	899	904
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	56	0	56	3	18	21	35
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.

Period of Report: Jul-20
Year: 2020

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: Jul-20
Year: 2020

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	1	0	1	1	0	1	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: Jul-20
 Year: 2020

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	55	0	55	7	20	27	28
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	44	0	44	2	9	11	33
Change of Category	As per Regulation 17 (5)	502	0	502	3	9	12	490
Incase connection is denied after receipt of payment against demand note	-	26	0	26	0	26	26	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.
 Period of Report: Jul-20
 Year: 2020

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	351	0	351	35	33	68	283
Final bill for vacation of	5 days	567	0	567	349	113	462	105
Non payment of dues by the	15 days	3	0	3	0	0	0	3
Request for reconnection	24hrs	43	0	43	10	21	31	12
Consumer wanting	5 days	355	0	355	136	219	355	0

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-20
 Year: 2020

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)%
7493	30	7523	7	9.30%

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. Period of Report: Jul-20 Year: 2020				
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)%
259	0	259	0	0.00%

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company: BSES RAJDHANI POWER LIMITED. Period of Report: Jul-20 Year: 2020						
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.		18660	18660	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.		6105	6105	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		13335	13335	0	100.00%
(v)	Continuous scheduled power outages		293	293	0	100.00%
(vi)	Replacement of burnt meter		3710	3179	238	85.69%

Period of Scheduled Outage						
2	Maximum duration in a single stretch		07H:20M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the		5008	5007	1	99.98%
Reliability Indices						
4	SAIFI		0.470			
	SAIDI		0.170			
	CAIDI		0.362			
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: Jul-20
 Year: 2020

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 of					
(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: Jul-20
 Year: 2020

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
19	61	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jul-20
Year: 2020

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
803	405	0	0	0

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jul-20

Year: 2020

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	-	-	2	1	-	3	-	2
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

FH- Fatal Human

NFH- Non Fatal Human

FA- Fatal Animal

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-20
Year: 2020

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	-	18660	18660	18660	0	18660	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	6105	6105	6105	0	6105	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	13335	13335	13335	0	13335	0
Continuous Scheduled Power Outage	0	0	293	293	293	0	293	0
Replacement of Burnt Meter or Stolen Meter	0	37	3673	3710	3179	238	3417	256

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-20
Year: 2020

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	629	0
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	71	0
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	702	0
Complaint lodged for stolen meter		5	0

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
629	309	168	477	152
0	0	0	0	0
71	35	35	70	1
702	200	496	696	6
5	2	3	5	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-20
Year: 2020

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	1803	0
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	56	0
New Connection where RoW or road Cutting permission is required	15 days	0	0

only can be provided from existing network

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
1803	335	564	899	904
0	0	0	0	0
56	3	18	21	35
0	0	0	0	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-20
Year: 2020

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 distribution 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

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-20
Year: 2020

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	1	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

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
1	1	0	1	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: Jul-20
Year: 2020

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	55	0
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	44	0
Change of Category	As per Regulation 17 (5)	502	0
Incase connection is denied after receipt of payment against demand note	-	26	0
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

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
55	7	20	27	28
44	2	9	11	33
502	3	9	12	490
26	0	26	26	0
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.**Period of Report:** Jul-20**Year:** 2020

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	351	0
Final bill for vacation of premises /	5 days	567	0
Non payment of dues by the	15 days	3	0
Request for reconnection	24hrs	43	0
Consumer wanting disconnection	5 days	355	0

ply.

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
5=3+4	6	7	8=6+7	9=5-8
351	35	33	68	283
567	349	113	462	105
3	0	0	0	3
43	10	21	31	12
355	136	219	355	0

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jul-20**Year:** 2020

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)%
7493	30	7523	7	9.30%
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 XII: Failure of Power Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jul-20**Year:** 2020

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)%
259	0	259	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.
 Period of Report: Jul-20
 Year: 2020

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.		18660	18660	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.		6105	6105	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		13335	13335	0	100.00%
(v)	Continuous scheduled power outages		293	293	0	100.00%
(vi)	Replacement of burnt meter		3710	3179	238	85.69%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07H:20M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the		5008	5007	1	99.98%
Reliability Indices						
4	SAIFI		0.470	0	0	0
	SAIDI		0.170	0	0	0
	CAIDI		0.362	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: Jul-20
Year: 2020

Sl. No.	Event	Compensation specified for
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
(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/ contract
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: Jul-20
Year: 2020

No. of Cases Booked	No. of Cases where UUE is established by the Licensee	No. of cases where the consumer benefited
19	61	0
0	0	0

re 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 of
)	0	0
)	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-20
Year: 2020

No. of Cases Booked	No. of complaints filed by the Licensee in Police Station	No. of cases in w delivered by th
803	405	(
0	0	(

Which judgement of 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
)	0	0
)	0	0