

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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
1	0	2	0	0	1	3	5	1	3

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-21
 Year: 2021

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	Mehram Nagar Park Sub-Station VKJ185.	05.07.2021 around 12:30 PM	Fatal	On 05.07.2021 around 12:30 PM , Sh. Devesh Verma, SDO Mahipalpur received a call from Delhi Cant Police Station that one dead body found in 11 KV BSES Sub-Station Mehram Nagar near Terminal 1-D, IGI Airport. Immediately BSES Team rushed at site. In presence of Delhi Police Team found a person dead body inside the boundary wall of transformer Sub-Station on plinth. After giving shut down, dead body was removed from Sub-Station. After that police sent dead body for post-mortem. Prima-facia cause of death could not be ascertained as the body was highly decomposed. Police is suspecting electrocution may be reason of death. PM Report is awaited. The cause of death can be concluded based on Post-Mortem Report. On the same day, the message was conveyed to the officials of Electrical Inspectorate. Electrical Inspector team visited the site on 12.07.2021.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Chauttala TRF, Gadaipur Village, New Delhi-110030.	16.07.2021 at 9:45 AM Approx.	Fatal	On 16.07.2021 around 8:45 AM, a telephonic call received from Sh. Munna Ray, Imperial AMC Supervisor, Jonapur intimating that Sh. Vikram Singh, employee of M/S Bhagwati Consultant and Engineers electrocuted by the HT Line during erection of pole near by Chauttala TRF and victim admitted to Fortis Hospital, Vasant Kunj. It has also been confirmed by vendor Mr. Pritam of M/S Bhagwati Consultant and Engineers that the victim declared dead by the hospital agency. As per site condition, electrocution may be reason of death. Post-Mortem Report is awaited. Prima facia, it has been gathered after talking with concerned staff that the work was being carried out in the scheme no. MH20LT4272(1 no. LT feeder Chauttala Jonapur) which was awarded to vendor M/S Bhagwati Consultant and Engineers. In this scheme total 26 poles were drawn from the store on 16.07.2021 vide material gate pass no. 202730&31 after instructions from DH for erection in the scheme. These poles were received from the store in the night at 12.35 AM and morning 5.25 AM by the vendor staff and they have started the work of erection of pole in the morning after switching off LT supply after telephonically informing AMC supervisor Mr. Munna at 8.17 AM as informed but the same was not informed neither to Div.Head nor to execution engineer and also there was none of our staff member(whether GPA,CTC,AMC,HRMS) was present at the time of accident. No 11 KV shutdown was taken	N.A.	N.A.	N.A.	N.A.	N.A.
3	Near H. No. 521, IG Camp-II, Taimoor Nagar Pahari (JJ Cluster) New Delhi.	19.07.2021 at 11:39 AM	Fatal	A PCR Complaint was received at 11:39 AM dated 19th July 2021 about electrocution of two persons near H. No. 521, IG Camp-II, Taimoor Nagar Pahari (JJ Cluster) New Delhi. This is unauthorized jhuggi area which is highly theft prone. Our filed team reached at site immediately and disconnected the main power supply. It has been gathered that both the persons got electrocuted when they touched the iron ladder in front of the house. On close scrutiny of ladder area, it was found that there was current leakage due to cut in the two core black wires connected to first floor of the premise. This cable was connected from outgoing of the BSES Meter and used to connect the first floor. The leakage in iron ladder has occurred from consumer network.	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: Jul-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.		-	46929	46929	46929	0	46929	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			568	568	568	0	568	0
Continuous power supply failure			3	3	3	0	3	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			15508	15508	15508	0	15508	0
Continuous Scheduled Power Outage			366	366	366	0	366	0
Replacement of Burnt Meter or Stolen Meter		54	4219	4273	3531	427	3958	315

FORMAT IV: Quality of Power Supply
Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-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	806	806	806	0	806	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.
Period of Report: Jul-21
Year: 2021

--	--	--	--	--	--	--	--	--

Complaints attended during the month

Service Area	Standard	Pending 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	432	3,235	3667	1,546	235	1781	1886
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	103	1,399	1502	538	491	1029	473
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	913	5,208	6121	2,724	2,491	5215	906
Complaint lodged for stolen meter		3	84	87	44	29	73	14

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-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
New Connection where no RoW or road Cutting permission is required	7 days	4,456	17,148	21604	11,123	3,712	14835	6769
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	112	244	356	179	28	207	149
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-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
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-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: Jul-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	369	1,689	2,058	1,521	169	1,690	368
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	164	807	971	729	62	791	180
Change of Category	As per Regulation 17 (5)	273	486	759	388	28	416	343

Incase connection is denied after receipt of payment against demand note	-	166	1,085	1,251	297	799	1,096	155
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-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
Complaints on billing	Only one bill in a Financial Year	424	1,512	1,936	751	297	1,048	888
Final bill for vacation of premises	5 days	161	1,087	1,248	689	219	908	340
Non payment of dues by the	15 days	10	206	216	180	1	181	35
Request for reconnection	24hrs	102	596	698	340	264	604	94
Consumer wanting disconnection	5 days	805	4,549	5,354	2,306	1,962	4,268	1,086

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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)%
7718	6	7724	4	5.18%

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-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)%
264	1	265	0	0.00%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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.		46929	46929	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.		568	568	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		15508	15508	0	100.00%
(v)	Continuous scheduled power outages		366	366	0	100.00%
(vi)	Replacement of burnt meter		4273	3531	427	82.64%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		5H:32M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		2305	2304	1	99.96%
Reliability Indices						
4	SAIFI		0.420			
	SAIDI		0.160			
	CAIDI		0.381			
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-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 of the amount paid as per					
(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-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
61	31	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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
1455	1693	0	0	0