

**FORMAT I: Fatal and non-fatal accident report**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-22  
 Year: 2022

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	0	1	0	1	0	1	1	0	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: Jun-22  
 Year: 2022

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. 05-06, Khasra No. 23 / 3, MBR Enclave, Pochanur Extension, Sector-23, Dwarka, New Delhi-110077.	21.05.2022	Fatal	As per letter received from the Office of inspector AATS,sector -16 A ,Dist -Dwarka, it has been came to notice that an incident of electrocution has been reported on 21.05.2022 approx time-13.40 hrs in Village Pochanpur MBR Enclave where it has mentioned of one causality at site during carrying out construction work. As requested we have been asked to safe guard this line to avoid any further accident. An safety notice was already pasted on consumers wall (Photo attached). As per our records on date of incident our 11 KV Pochanpur feeder tripped on fault on Saturday (Date- 21.05.2022 approx time-13.40 hrs). During patrolling feeder CC team have found one plastic covered on our HT PCC pole where joint of HTAB was existing in MBR Enclave HVDS area near Jain Halwai . Hence for restoration of feeder the said plastic was removed and MBR Enclave (HVDS area) was restored. All the incident site photos, Safety Notice, police letter ,SDMC letter are attached below for necessary reference and further action please. On site viste, it has also been noticed that the owner of the roerty had installed / raised the iron ole structure for carrying out building construction activities through where our HT AB cable is passing between the iron structure and building wall causing damage to our electrical network.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Pole No. VKP X 659, in front of H. No. 68, Gali No. 2, Defence Enclave, Part-II, Mohan Garden, New Delhi-110059.	28.06.2022 at 14:03 Hrs.	Non-Fatal	Load disappeared of 11kV Vikas Kunj feeder at 14:03 hours on 28.06.2022 while team was searching for fault, a telephonic complaint received at Vipin Garden complaint center at 14:10 hours regarding accident in front of House No-68, Defence Enclave Part-2 Mohan Garden, New Delhi-110059. Lineman Sh. Sushil along with ALM Sh. Jayanti reached at site immediately and came to know that the person was climbing on HVDS pole through a ladder to install internet cables. While throwing internet cables upward he fell down from the pole and got injury on face and burn on back. In course of that the fuse blown of the HVDS DT at pole and load disappeared of the associated feeder i.e 11kV Vikas Kunj. The victim was immediately taken to hospital as told by nearby residents. Presently the victim is admitted at Safdarjung Hospital, New Delhi.	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: Jun-22  
 Year: 2022

									Complaints attended during the month	
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Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	Balance complaint to be attended
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.			66953	66953	66953	0	66953	
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			1904	1904	1904	0	1904	
Continuous power supply failure			4	4	4	0	4	
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			20601	20601	20601	0	20601	
Continuous Scheduled Power Outage			438	438	438	0	438	
Replacement of Burnt Meter or Stolen Meter		70	3605	3675	3428	29	3457	218

**FORMAT IV: Quality of Power Supply**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jun-22  
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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
					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	1584	1584	1584	0	1584	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: Jun-22  
Year: 2022

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	1,285	3,402	4687	2,281	524	2805	1882
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	700	2,142	2842	1,317	779	2096	746

Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	623	4,121	4744	2,996	1,068	4064	680
Complaint lodged for stolen meter		13	51	64	44	15	59	5

**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: Jun-22  
Year: 2022

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	4,175	14,727	18902	12,896	1,166	14062	4840
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	147	232	379	207	60	267	112
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: Jun-22  
Year: 2022

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: Jun-22  
Year: 2022

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: Jun-22  
Year: 2022

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	113	4,520	4,633	4,509	27	4,536	97
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	42	558	600	558	20	578	22
Change of Category	As per Regulation 17 (5)	415	329	744	234	20	254	490
Incase connection is denied after receipt of payment against demand note	-	99	678	777	276	477	753	24
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: Jun-22  
 Year: 2022

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	523	328	851	196	27	223	628
Final bill for vacation of premises	5 days	19	119	138	116	5	121	17
Non payment of dues by the	15 days	17	70	87	72	3	75	12
Request for reconnection	24hrs	133	991	1,124	698	302	1,000	124
Consumer wanting disconnection	5 days	635	4,448	5,083	3,144	1,309	4,453	630

**FORMAT XI: Failure of Distribution Transformer**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-22  
 Year: 2022

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)%
7983	0	7983	2	2.51%

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: Jun-22  
 Year: 2022

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)%
271	1	272	0	0.00%

**FORMAT XIII: Summary of Overall Standards of Performance.**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-22  
 Year: 2022

Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)	Standard of Performance Achieved (C)
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				Within Specified Time	Beyond specified time		
<b>1. Power Supply Failure</b>							
(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.		66953	66953	0	100%	
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		1904	1904	0	100%	
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4	4	0	100%	
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		20601	20601	0	100%	
(v)	Continuous scheduled power outages		438	438	0	100%	
(vi)	Replacement of burnt meter		3675	3428	29	93.28%	
<b>Period of Scheduled Outage</b>							
2	Maximum duration in a single stretch		3H:46M				
	Restoration of supply by 6:00 PM		ALL				
3	Faults in street light maintained by the licensee		883	883	0	100%	
<b>Reliability Indices</b>							
4	SAIFI		0.250				
	SAIDI		0.180				
	CAIDI		0.720				
5	Frequency variation						
6	Voltage imbalance						
7	Percentage billing mistakes						
* New method used for reliability index calculation*							
<b>FORMAT XIV: Compensation Details</b>							
Name of Company:		BSES RAJDHANI POWER LIMITED.					
Period of Report:		Jun-22					
Year:		2022					
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: Jun-22  
 Year: 2022

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
45	84	1	0	0

**FORMAT XVI: Theft of Electricity**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-22  
 Year: 2022

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
1489	890	2	0	2