

FORMAT I: Fatal and non-fatal accident report									
Name of Company:		BSES RAJDHANI POWER LIMITED.							
Period of Report:		Mar-21							
Year:		2021							
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	0	2	0	1	0	2	0	1	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:		Mar-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	H. No. N-52, Bhagwati Garden Extension, Jain Road, New Delhi- 110059.	02.03.2021 at 18:20 Hrs.	Non-Fatal	On 02.03.2021 at 18:20 PM, 11 kV Feeder Laxmi Vihar from G-5 Matiyala Grid got tripped, On Checking FSS RMU & Local HVDS RMU also found tripped. An Emergency complaint was received in IOMS at 18:23 vide Complaint No 21030201656 regarding Fire on Pole from Consumer Ms. Monika, Address -Gali No. 16, Jain Road, Bhagwati Garden via Call Centre. Complaint was assigned to Lineman Tushar. When he reached at site, he reported that some burnt cloth is lying on HVDS Transformer & Fuse is blown at Pole No VKPY351. Nearby Person informed Lineman that a lady felt a shock & has been taken to Hospital for first Aid. Power Supply was restored at around 7:20 PM. When Family Members of the victim was asked , they stated that a cloth fallen on HVDS Transformer & lady was trying to pick that cloth with the help of Wiper & wiper may have got touched with live parts of transformer, felt the shock & immediately fallen on balcony Floor.	N.A.	N.A.	N.A.	N.A.	N.A.
2	H. No. 81-A, Kh. No. 1333 / 10 / 2, Ram Nagar Colony, Nangloi, New Delhi.	09.03.2021 at 16:06 Hrs	Fatal	A fatal accident was happened on 66KV Najafgarh-Nangloi Circuit on 09.03.2021 at 16:06 Hrs when a person named Mohd Daud associated with DDA visited H/No-81A, Ram Nagar Colony, Nangloi along with one of his colleague for survey of the house. Despite of warning given to him by Locals about possible electrocution from live 66000Volt wires passing over the house , He climbed upon the roof of the said house with a metal rod and got electrocuted. Accident was fatal and victim immediately expired on site. FIR was lodged in this case.	N.A.	N.A.	N.A.	N.A.	N.A.

3	H. No. B-1, RK Block Extension, Gali No. 22, Jain Road, Mohan Garden, New Delhi-110059.	19.03.2021 at 13:30 Hrs.	Fatal	On 19.03.2021 at 13:30 Hrs. 11 KV Feeder Mohan Garden from G-1, Dwarka Grid got tripped from FSS RMU at Dwarka Mode. Telephonic complaint was received at complaint centre regarding breaking of Overhead Conductor at Jain Road at 13:40 Hrs, Lineman Sh. Amar Raj was deputed and he found that 11 KV Overhead Conductor has been broken at Jain Road. After confirming that supply is Switched Off, he safely put the conductor aside and informed about the same to his Supervisor Mr. Subaddhi. He reached at Site and on inquiring from nearby shops, he found that labour was lifting iron rods from Ground Floor to Second Floor roof top. While doing so, iron rod got touched with 11 KV Overhead Line of 11 KV Feeder Mohan Garden from G-1, Dward Grid which got broken due to that incident. Notice was served to this consumer one day back i.e. on 18.03.2021 evening.	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: Mar-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.		-	28140	28140	28140	0	28140	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			5111	5111	5111	0	5111	0
Continuous power supply failure			0	0	0	0	0	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			9738	9738	9738	0	9738	0
Continuous Scheduled Power Outage			1384	1384	1384	0	1384	0
Replacement of Burnt Meter or Stolen Meter		40	1836	1876	1709	56	1765	111

FORMAT IV: Quality of Power Supply
Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-21

Year: 2021

		Pending			Complaints attended during the month	Balance
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Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	577	577	577	0	577	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: Mar-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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	1,166	1,934	3100	1,761	528	2289	811
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	263	1,287	1550	969	294	1263	287
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	350	1,779	2129	1,453	399	1852	277
Complaint lodged for stolen meter		5	51	56	34	19	53	3

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: Mar-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	4,533	17,138	21671	13,387	2,418	15805	5866
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	128	662	790	617	22	639	151
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: Mar-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: Mar-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:		Mar-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	99	3,499	3,598	3,434	37	3,471	127
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	76	1,729	1,805	1,679	47	1,726	79
Change of Category	As per Regulation 17 (5)	349	587	936	470	29	499	437
Incase connection is denied after receipt of payment against demand note	-	126	1,517	1,643	802	735	1,537	106
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:		Mar-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	633	577	1,210	503	161	664	546
Final bill for vacation of premises	5 days	30	113	143	103	21	124	19
Non payment of dues by the	15 days	14	89	103	87	2	89	14
Request for reconnection	24hrs	141	2,205	2,346	1,805	274	2,079	267
Consumer wanting disconnection	5 days	789	5,198	5,987	3,844	1,468	5,312	675

FORMAT XI: Failure of Distribution Transformer				
Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		Mar-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		% Failure rate of distribution transformers

1	2	3=1+2	4	5=(4)*100/(3)%
7687	10	7697	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: Mar-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)%
262	2	264	0	0.0%

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company: BSES RAJDHANI POWER LIMITED. Period of Report: Mar-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.		28140	28140	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.		5111	5111	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	0%

(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9738	9738	0	100.00%
(v)	Continuous scheduled power outages		1384	1384	0	100.00%
(vi)	Replacement of burnt meter		1876	1709	56	91.10%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		8H:22M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1424	1423	1	99.93%
Reliability Indices						
4	SAIFI		0.350			
	SAIDI		0.220			
	CAIDI		0.629			
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: Mar-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					
(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: Mar-21
Year: 2021

No. of Cases Booked	No. of Cases where UAE 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
27	62	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Mar-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
578	448	1	0	1