

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: May-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
0	1	0	0	0	0	1	1	0

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: May-22
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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
1	LT Pole near Kabristan Nehru Market Patera, Badarpur, New Delhi.	26.05.2022 at about 3:00 PM	Non-Fatal	It has been reported that Sh. Ram Khilari, Lineman of M/S Amarnath Electrical was attending LT Jumper replacement & socketing work complaint on 26.05.2022. Lineman put off supply of both the supplies 1 S/Stn. through which DB was charged however he did not put off one LT AB Cable which was coming from another S/Stn. because it was at some distance from working section. This charged cable came in contact to his hand while he was tying the rope around the Pole. During above incident, he received minor shock & shouted in pain. Immediately his helper pulled him down from pole during which he suffered foot injury & few reports are awaited. Currently he is recovering at ESIC Okhla.	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: May-22
Year: 2022

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					Within Specified Time	Beyond specified time	Total
1	2	3	4	5=3+4	6	7	8=6+7
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.			71481	71481	71481	0	71481

Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			862	862	862	0	862
Continuous power supply failure			3	3	3	0	3
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			22298	22298	22298	0	22298
Continuous Scheduled Power Outage			501	501	501	0	501
Replacement of Burnt Meter or Stolen Meter		21	3276	3297	3149	78	3227

FORMAT IV: Quality of Power Supply

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

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					Within Specified Time	Beyond specified time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Local Problem	4 hours	0	541	541	541	0	541
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.
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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		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	648	2,478	3126	1,604	228	1832
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	423	2,212	2635	1,127	808	1935
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	469	3,654	4123	2,432	1,068	3500
Complaint lodged for stolen meter		4	67	71	47	11	58

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		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
New Connection where no RoW or road Cutting permission is required	7 days	5,340	17,575	22915	15,710	2,394	18104
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0
New Connection where no RoW or road Cutting permission is required	7 days	195	284	479	254	71	325
New Connection where RoW or road Cutting permission is required	15 days	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: May-22
Year: 2022

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
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
Additional Load		0	0	0	0	0	0

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
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Year: 2022

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from Commission's approval	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

FORMAT IX: Transfer of Consumer's connection and conversion of services.

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		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	166	2,947	3,113	2,940	56	2,996
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	52	569	621	552	22	574
Change of Category	As per Regulation 17 (5)	413	306	719	243	17	260
Incase connection is denied after receipt of payment against demand note	-	185	1,080	1,265	406	766	1,172

Connection energized through	As per Regulation 11	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

FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.

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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		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Complaints on billing	Only one bill in a Financial Year	515	268	783	218	36	254
Final bill for vacation of premises	5 days	12	114	126	104	2	106
Non payment of dues by the	15 days	16	63	79	59	2	61
Request for reconnection	24hrs	154	1,139	1,293	837	318	1,155
Consumer wanting disconnection	5 days	608	4,249	4,857	3,046	1,177	4,223

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: May-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 transformers
1	2	3=1+2	4	5=(4)*100/3
7970	13	7983	5	6.2

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: May-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 transformers
1	2	3=1+2	4	5=(4)*100/3
270	1	271	0	0.0

FORMAT XIII: Summary of Overall Standards of Performance.

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

Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance (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.		71481	71481	0	100%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		862	862	0	100%
(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		22298	22298	0	100%
(v)	Continuous scheduled power outages		501	501	0	100%
(vi)	Replacement of burnt meter		3227	3149	78	97.5%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		3H:20M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1012	1008	4	99.6%
Reliability Indices						
4	SAIFI		0.207			
	SAIDI		0.145			
	CAIDI		0.702			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

* New method used for reliability index calculation*

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: May-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.)
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: May-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 favor of the Consumer
63	40	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: May-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
1554	751	6	4	2

r
NFH
1

Amount paid as compensation
N.A.
Balance complaint to be attended
9

70

Balance complaint to be attended
9=5-8
0

Balance complaint to be attended
9=5-8
1294
0
700
623
13

Balance complaint to be attended
9=5-8
4811
0
154
0

Balance complaint to be attended
9=5-8

0
0

Balance complaint to be attended
9=5-8
0
0

Balance complaint to be attended
9=5-8
117
47
459
93

0
0

Balance complaint to be attended
9=5-8
529
20
18
138
634

of distribution ormers
00/(3)%
6%

te of power ormers
00/(3)%
0%

[illegible]

