FORMAT I: Fatal and non-fatal accident report

BSES RAJDHANI POWER LIMITED. Name of Company:

Period of Report: Oct-20 Year:

2020

		Num	ber of Accidents	during the month	Cumulative since starting of year		Cumulative si	ar	
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	1	0	0	2	2	4	1	10

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: Oct-20 Year: 2020

							Remedies suggested by		Action taken to avoid	
		Location of accident and				Findings of CEI/EI	CEI/EI/AEI in	Whether the remedy	recurrence of	Amount paid as
ŀ	SI. No.	details of victim	Date of occurrence	Type of accident	Cause of accident	/AEI	various cases	suggested is complied	such accidents	compensation
	1	2-D, Gali No. 2, Nangloi Extn., New Delhi.	09.10.2020 at 2:05 PM	Fatal	At 2.05 PM our T. O received telephonically complain from PCR that one person got severe injury by electric shock at Nangloi extn 2D gali no-2. Our Line man Sh. Ravinder immediately reached a site and found shuttering work is under progress without any prior intimation by consumer to BSES. Line man found fuse is blown out and load disappeared from the FSS RMU of Mundka fdr. Line man normalized the power supply after checking. Sh. Surender Chauhan DGM, Sh. O.P Taneja (DH), Sh. Sanjay Malik (SDO support) and Sh. Yoginder (AMC supervisor) visited the site at 4.30 PM and found following observations: -1. Shuttering work under progress for construction, and our HVDS DT is between the Steel shuttering work 2. Police officer present at site and he told us that an unknown person got electrocuted from HVDS DT fuse wire & fell down and rushed to Balaji hospital, where he declared dead by doctor. 3. Sh. OM Taneja (DH) informed to electrical inspector Sh. Dharmbir at 4.50 PM from site about incident and incident was also informed to Sh. R.C. Kataria, Safety telephonically.	N.A.	N.A.	N.A.	N.A.	N.A.
ŀ										
ŀ										
t										
Ĺ										

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-20

Year: 2020

Complaints attended during the month Pending

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
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.		-	17342	17342	17342	0	17342	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			1913	1913	1913	0	1913	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)			5883	5883	5883	0	5883	0
Continuous Schduled Power Outage			690	690	690	0	690	0
Replacement of Burnt Meter or Stolen Meter		630	2391	3021	2350	626	2976	45

FORMAT IV: Quality of Power Supply

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-20 Year: 2020

	Pending complaint of				Con	Balance		
Service Area	Standard	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	1134	1134	1134	0	1134	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: Year: Oct-20 2020

	Pending		ding		Con			
Service Area	Standard	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	2,354	0	2354	1,184	844	2028	326
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective	Within fifteen days	445	0	445	278	164	442	3
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	521	0	521	283	236	519	2
Complaint lodged for stolen meter	to be replaced within 3days.	4	0	4	4	0	4	0

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-20 Year: 2020

		Pending			Con	nplaints attended during the n	nonth	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in 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
New Connection where no RoW or road Cutting permission is required	7 days	4,394	0	4394	2,003	1,058	3061	1333
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	81	0	81	19	8	27	54
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0

 $\begin{tabular}{ll} FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system. \\ \end{tabular}$ 

Name of Company: BSES RAJDHANI POWER LIMITED.

		Pending			Cor	nplaints attended during the n	nonth	Balance
Service Area	Standard	complaint of the previous	us Complaint received during the month	Total Complaint	With in Specified	Beyond Specified Time	Total	complaint to be
		•		Complaint	•			attended
		month			Time			
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
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	Within 2 months							
Transformer capacity where	from receipt of							
peak load of transformer has	payment							
reached 90% of its rated								
capacity.								

3. Electrified areas (where new distribtion 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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-20 Year: 2020

		Pending			Com	plaints attended during the m	nonth	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in 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
(Where connection from nearby	Within 4 months from Commission's approval	0	0	0	0	0	0	0
Field Projects (Where new network is to be laid or grid	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.

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Oct-20 2020

		Pending			Cor	nplaints attended during the n	nonth	Balance
Service Area	Standard	complaint of the previous	Complaint received during the month	Total Complaint	With in Specified	Beyond Specified Time	Total	complaint to be
		month			Time	Time		
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
	Within two billing							
	cycles of		0		7	9	16	
Transfer of Name	acceptance of	31		31				15
Transfer of Name	application or			31				
	clearing of dues							
	whichever is later							
	Within ten days of							
	acceptance							
Load Reduction	of application, shall	43	0	43	25	10	35	8
	be effective from							
	next billing cycle							

Change of Category	As per Regulation 17 (5)	366	0	366	8	12	20	346
Incase connection is denied								
after receipt of payment against	-	104	0	104	8	96	104	0
demand note								
Connection energized through	As per Regulation 11	0	0	0	0	0	0	0
If notice towards downward if	31st May of Financial	0	0	0	0	0	0	0
any is not sent	year	U	U	U	U	0	U	U
			·			•		

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-20 Year: 2020

		Pending			Con	nplaints attended during the n	nonth	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in 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
Complaints on billing	Only one bill in a Financial Year	759	0	759	310	80	390	369
Final bill for vacation of	5 days	263	0	263	63	25	88	175
Non payment of dues by the	15 days	4	0	4	0	0	0	4
Request for reconnection	24hrs	102	0	102	54	42	96	6
Consumer wanting	5 days	869	0	869	449	415	864	5
						•		

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-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)%
7553	5	7558	0	0.00%
				_

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.

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)%	
260	0	260	0	0.00%	
				_	

FORMAT XIII: Summary of Overall Standards of Performance.

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Oct-20 2020

SI. No.	Service area	Overall Total Cases Received / Reported (A) Standards of		·	laints 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.		17342	17342	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.		1913	1913	0	100.00%	
	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		5883	5883	0	100.00%	
(v)	Continuous scheduled power outages		690	690	0	100.00%	
(vi)	Replacement of burnt meter		3021	2350	626	77.79%	
	-		Period of Scheduled Outage	1			
	Maximum duration in a single stretch		07H:44M				
	Restoration of supply by 6:00 PM		ALL				
3	Faults in street light maintained by the		2746	2737	9	99.67%	
		1	Reliability Indices	T T			
	SAIFI SAIDI		0.340 0.200				
	CAIDI		0.200	+			
	Frequency variation		0.588	0	0	0	
	Voltage imbalance		0	0	0	0	
	Percentage billing mistakes		0	0	0	0	

<sup>\*</sup> New method used for reliabilty index calculation\*

FORMAT XIV: Compensation Details

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-20 2020

	2020			
SI. 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.)
	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				1	
(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					
(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				1	
7	Replacement of	Rs.50 for each day of default					
8	Fault in street	Rs. 75 for each day of default					
9	Voltage fluctuations					1	
10	Power Supply Failure					1	
11	Total					1	

FORMAT XV: Unauthorized Use of Electricity

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Oct-20 2020

	No. of Cases where UUE is established		No. of cases decided by the Appellate	No. of cases decided by the
No. of Cases Booked	by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	Authority in favor of the Licensee	Appellate Authority in the favor
61	26	0	0	0

FORMAT XVI: Theft of Electricity

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-20 Year: 2020

	No. of complaints filed by the Licensee		No. of cases decided by the Special Court in	No. of cases decided by the
No. of Cases Booked	in Police Station	No. of cases in which judgement delivered by the Special Court	favor of Licensee	Special Court in favor of Consumer
1832	1080	1	0	1

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-20 Year: 2020

Nun	nber of Acc	idents dur	ing the mo	nth	Cumulative since				arting of	
Depart	Departmental		Outside			mental	Outside			
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH	
-	-	1	-	-	2	2	4	1	10	
-	-	-	•	-	-	-	•	-	•	
-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	
-	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.

SI. 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	2-D, Gali No. 2, Nangloi Extn., New Delhi.	09.10.2020 at 2:05 PM	Fatal	At 2.05 PM our T. O received telephonically complain from PCR that one person got severe injury by electric shock at Nangloi extn 2D gali no-2. Our Line man Sh. Ravinder immediately reached a site and found shuttering work is under progress without any prior intimation by consumer to BSES. Line man found fuse is blown out and load disappeared from the FSS RMU of Mundka fdr. Line man normalized the power supply after checking. Sh. Surender Chauhan DGM, Sh. O.P Taneja (DH), Sh. Sanjay Malik (SDO support) and Sh. Yoginder (AMC supervisor) visited the site at 4.30 PM and found following observations: -1. Shuttering work under progress for construction, and our HVDS DT is between the Steel shuttering work 2. Police officer present at site and he told us that an unknown person got electrocuted from HVDS DT fuse wire & fell down and rushed to Balaji hospital, where he declared dead by doctor. 3. Sh. OM Taneja (DH) informed to electrical inspector Sh. Dharmbir at 4.50 PM from site about incident and incident was also informed to Sh. R.C. Kataria, Safety telephonically.	N.A.	N.A.	N.A.	N.A.	N.A.
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.

reur.	2020	Pending	_		Complaint	the month	Balance	
Service Area	Standard	complaint of the previous 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
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	-	17342	17342	17342	0	17342	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	1913	1913	1913	0	1913	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	5883	5883	5883	0	5883	0
Continuous Schduled Power Outage	0	0	690	690	690	0	690	0
Replacement of Burnt Meter or Stolen Meter	0	630	2391	3021	2350	626	2976	45

### FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Service Area	Standard	Pending complaint of the	Complaint received during	Total Complaint	•	s attended during	the month	Balance complaint to be
Service / ii ed	otania i a	previous month	the month		Within Specified Time	Beyond specified time	Total	attended
	2	2	4	F-2.4	rille	specified time		0-5.0
1	2	3	4	5=3+4	ь	/	8=6+7	9=5-8
Local Problem	4 hours	0	1134	1134	1134	0	1134	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution	0	0	0	0	0	0	0	0
Line/transformer/ capacitor	U	U	0	0	0	U	U	U
Installation and Up gradation of High	0	0	0	0	0	0	0	0
Tension/ Low Tension System	U	U	0	0	0	U	U	U

## FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

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	2354	0
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	445	0
Complaint lodged for burnt meter	Restoration of supply	521	0
Complaint lodged for stolen meter	with 3hrs and meter	4	0

	Complaint	s attended during	the month	
Total Complaint	With in Specified Time	Beyond Specified Time	Total	Balance complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
2354	1184	844	2028	326
0	0	0	0	0
445	278	164	442	3
521	283	236	519	2
4	4	0	4	0
	_			

## FORMAT VI: New Connections / Additional Load, where power suppr

Name of Company: BSES RAJDHANI POWER LIMITED.

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	4394	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	81	0
New Connection where RoW or road Cutting permission is required	15 days	0	0

# oly can be provided from existing network

	Complaint	the month	Balance	
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
4394	2003	1058	3061	1333
0	0	0	0	0
81	19	8	27	54
0	0	0	0	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.

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 distribtion 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

# nere power supply requires extension of distribution system.

	Complaint	Balance		
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

#### FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.

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	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

	Complaints attended during the month  Balance			Balance
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
0	0	0	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.

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	31	0
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	43	0
Change of Category	As per Regulation 17 (5)	366	0
Incase connection is denied after receipt of payment against demand note	-	104	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

	Complaint	s attended during	the month	Balance
Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
31	7	9	16	15
43	25	10	35	8
366	8	12	20	346
104	8	96	104	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.

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	759	0
Final bill for vacation of premises /	5 days	263	0
Non payment of dues by the	15 days	4	0
Request for reconnection	24hrs	102	0
Consumer wanting disconnection	5 days	869	0

ply.

	Complaints attended during the month			
Total Complaint	With in Specified Time	Beyond Specified Time	Total	Balance complaint to be attended
5=3+4	6	7	8=6+7	9=5-8
759	310	80	390	369
263	63	25	88	175
4	0	0	0	4
102	54	42	96	6
869	449	415	864	5
			_	

#### FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-20 Year: 2020

	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)%
7553	5	7558	0	0.00%
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 XI: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

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)%
260	0	260	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.

SI. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance Achieved (C)
				Within Specified	Beyond	
				Time	specified time	
			1. Power Supply Failure			
	Continuous power failure affecting					
	individual consumer and group of					
/i\	consumer upto 100 connected at Low		17342	17342	0	100.00%
(i)	voltage supply, excluding the failure		1/342	1/342	U	100.00%
	where distribution transformer					
	requires replacement.					
	Continuous power failure affecting					
	more than 100 consumers connected at					
(ii)	Low voltage supply excluding the		1913	1913	0	100.00%
	failure where distribution transformer					
	requires replacement.					
	Continuous power supply failure					
(iii)	requiring replacement of distribution		0	0	0	100.00%
	transformer.					
	Continuous power failure affecting					
	consumers connected through High		5883	5883 0	100.00%	
(iv)	Voltage Distribution System (HVDS)				0	100.00%
	and not covered under (i) & (ii) above					
(v)	Continuous scheduled power outages		690	690	0	100.00%
(vi)	Replacement of burnt meter		3021	2350	626	77.79%
	Period of Scheduled Outage					
2	Maximum duration in a single stretch		07H:44M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		2746	2737	9	99.67%
			Reliability Indices	, ,		1
4	SAIFI		0.340	0	0	0
	SAIDI		0.200	0	0	0
	CAIDI		0.588	0	0	0
5	Frequency variation		0	0	0	0
6	Voltage imbalance Percentage billing mistakes		0	0	0	0

**FORMAT XIV: Compensation Details** 

Name of Company: BSES RAJDHANI POWER LIMITED.

Sl. No.	Event	Compensation specified for
1	Electricity	
	connections	
(i)		1.5% of the demand charges deposited
(')		by consumer for each day of default.
	<b>Electrified Areas</b>	
(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/
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	

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.)
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

FORMAT XV: Unauthorized Use of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

	No. of Cases where UUE is established	No. of cases wher
No. of Cases Booked	by the Licensee	the consumer befo
61	26	(
0	0	(

e 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.

	No. of complaints filed by the Licensee	No. of cases in w
No. of Cases Booked	in Police Station	delivered by th
1832	1080	1
0	0	(

hich judgement e 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
L	0	1
)	0	0