

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report:	Oct-20
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Year:	2020
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[illegible]

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
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Year:	2020
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[illegible]

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report:	Oct-20
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Year: 2020

		Pending			Complaints attended during the month	
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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	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.		-	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 Scheduled 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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-20
Year: 2020

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	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: Oct-20
Year: 2020

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	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 to be replaced within 3days.	521	0	521	283	236	519	2
Complaint lodged for stolen meter		4	0	4	4	0	4	0

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: Oct-20
Year: 2020

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	4,394	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

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: Oct-20
Year: 2020

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: Oct-20
Year: 2020

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: Oct-20
Year: 2020

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	31	0	31	7	9	16	15
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	43	0	43	25	10	35	8

Change of Category	As per Regulation 17 (5)	366	0	366	8	12	20	346
Incase connection is denied after receipt of payment against demand note	-	104	0	104	8	96	104	0
Connection energized through	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: Oct-20
Year: 2020

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	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.
Period of Report: Oct-20
Year: 2020

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.

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-20
Year: 2020

Sl. No.	Service area	Overall Standards of	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.		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%
(iii)	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					
2	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%
	Reliability Indices					
4	SAIFI		0.340			
	SAIDI		0.200			
	CAIDI		0.588			
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: Oct-20
Year: 2020

Sl. No.	Event	Compensation specified for violation of standard	Claimed	Payable/Paid
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			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					
(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: Oct-20
Year: 2020

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
61	26	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-20
Year: 2020

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
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

Number of Accidents during the month					Cumulative since		Cumulative since starting of		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
-	-	1	-	-	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

[illegible]

FORMAT III: 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

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.	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 Scheduled 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.

Period of Report: Oct-20

Year: 2020

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	1134	1134	1134	0	1134	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/ capacitor	0	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	0	0	0	0	0	0	0	0

FORMAT V: Complaint about meters**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Oct-20**Year:** 2020

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 with 3hrs and meter	521	0
Complaint lodged for stolen meter		4	0

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
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 supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-20

Year: 2020

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

only can be provided from existing network

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
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, with

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-20

Year: 2020

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 distribution 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

here power supply requires extension of distribution system.

[illegible]

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-20

Year: 2020

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

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
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.
Period of Report: Oct-20
Year: 2020

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

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
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.**Period of Report:** Oct-20**Year:** 2020

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.

Total Complaint	Complaints attended during the month			Balance complaint to be attended
	With in Specified Time	Beyond Specified Time	Total	
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 at the beginning of the month	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.**Period of Report:** Oct-20**Year:** 2020

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.
Period of Report: Oct-20
Year: 2020

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.		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%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100.00%
(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						
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						
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		0	0	0	0
7	Percentage billing mistakes		0	0	0	0

FORMAT XIV: Compensation Details**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Oct-20**Year:** 2020

Sl. No.	Event	Compensation specified for
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
(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	

[illegible]

FORMAT XV: Unauthorized Use of Electricity**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Oct-20**Year:** 2020

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

No. of appeal filed by before 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	0	0

FORMAT XVI: Theft of Electricity**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Oct-20**Year:** 2020

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

Which judgement	No. of cases decided by the Special	No. of cases decided by the Special
the Special Court	Court in favor of Licensee	Court in favor of Consumer
L	0	1
)	0	0