FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-21 Year: 2021

			Numbe	r of Accidents during the month	Cumulative since	starting of year	Cumulative si	ince starting of yea	ar
	Departmental			Outside	Departmental Outside		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	1	2	0	1	3	4	9	1	7

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.

rear:		2021							
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	Amount paid as compensation
1	Jaina Tower-II, District Centre, Janak Puri, New Delhi.	11.10.2021 at 6:42 PM	Fatal	A telephonic complaint was received in B-1, Janak Puri Complaint Centre on 11.10.2021 at 6:42 PM and registered vide Complaint No. 194499, that a person is lying unconscious on the floor of 11 KV Sub-Station at Jaina Tower-2, District Centre Janak Puri, New Delhi. Team was deputed immediately and they had found that an unknown / unauthorized person lying unconscious in the Sub-Station and the supply of the S/Stn was normal. His body was taken away by Delhi Police. Cause of unconscious state of a person found in S/Stn. is not known. It has to be confirmed from Post-Mortem Report.	N.A.	N.A.	N.A.	N.A.	N.A.
2	66 kv line near Matiyala Grid, New Delhi.	12.10.2021	Fatal	As per the watsapp massage received through Sh. Ajit Singh Kadian DH DWK, in which DH stated that - SirA PCR call was received in Circle Control regarding a person which was sitting on truck got electcuted.then Circle informed to SDO MatiyalaComplaint Centre staff reached at site.some person which were at site told that one person which was on truck got electrocutedinjured person was not at.PCR took him to hospital.hospital name not known.on reaching our staff it is found that one person came in contact with 66 kv line near Matiyala Gridone 66 KV Ckt from G5 Matiyala to DJB NJF Ckt was also tripped.	N.A.	N.A.	N.A.	N.A.	N.A.
3	Near H. No. B-2 / 23 in Gali No.09, Rajapuri, New Delhi.	13.10.2021 at Approx. 3:00 PM	Non-Fatal	A complaint (1083) was received on 13.10.2021 at 15:07 Hrs. in Complaint Centre Madhu Vihar regarding no supply in Gali No- 09 Rajapuri. Lineman moved to attend the complaint, when he reached at site, he noticed crowd of people near H.No B-2 / 23 in Gali No-09 Rajapuri. People at site told to lineman that 03 persons were trying to lift an iron pipe from Ground to First floor at said premise, one person was at First Floor and two were on Ground Floor. During lifting of iron pipe, they loose balance and M.S. Pipe touched to DD fuse of energised 25 kVA HVDS DT & they got electric shock. They were taken to hospital by Delhi Police. DD fuse of HVDS DT blown off and tripping also occured at FSS. However birdcaps are installed at same DT & both the DBs found closed.	N.A.	N.A.	N.A.	N.A.	N.A.
4	Staircase of Flat No. 1801- 1808, B-1, Vasant Kunj, New Delhi.	26.10.2021 at 11:45 AM Approx	Non-Fatal	As informed by Telephone Operator of complaint Centre D-4, Vasant Kunj Sub-Division, a complaint of Voltage Fluction received from resident of Flat No. 1805, B-1, Vasant Kunj at 11:12 AM on 26.10.2021. The complaint was allocated to Lineman Sh. Mohammad Najim with ALM Md. Shakeel. They reached the site and as soon Mr. Najim, Lineman opened the meter busbar at Stairs, flash occurred and he got minor burn injuries on his face & fingers. Immediately, he was taken to Safdarjung Hospital for treatment. Site photograohs were taken post-accident. The police was informed by some unknown person. All PPEs were issued to Lineman. Mr. Najim, Lineman has been discharged from the hospital on 30.10.2021. Now, he is fine and recovering and no major injuries.	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: Oct-21 Year: 2021

real.	2021	. "			Cor	mplaints attended during the m	onth	
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.		-	28189	28189	28189	0	28189	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			799	799	799	0	799	0
Continuous power supply failure requiring replacement of distribution transformer.			5	5	5	0	5	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			10194	10194	10194	0	10194	0
Continuous Schduled Power Outage			791	791	791	0	791	0
Replacement of Burnt Meter or Stolen Meter		281	1980	2261	1995	135	2130	131

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-21
Year: 2021

i cui.								
		Pending			Cor	nplaints attended during the m	nonth	Balance
Service Area	Standard	complaint of the	· · · · · · · · · · · · · · · · · · ·	Total Complaint				complaint to be
		previous month			Within			attended
					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	651	651	651	0	651	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.

		Complaints attended during the month	

Standard	complaint of the	•	Total Complaint	With in Specified Time	Beyond Specified Time	Total	Balance complaint to be attended
2	3	4	5=3+4	6	7	8=6+7	9=5-8
Within fifteen days	2,696	2,618	5314	2,218	1,287	3505	1809
Within fifteen days	0	0	0	0	0	0	0
Within fifteen days	421	1,380	1801	1,023	434	1457	344
Restoration of supply with 3hrs and meter	180	2,312	2801	1,511	792	2303	498
to be replaced within 3days.	5	49	54	37	9	46	8
	2 Within fifteen days Within fifteen days Within fifteen days Restoration of supply with 3hrs and meter to be replaced within	previous month 2 3 Within fifteen days 2,696 Within fifteen days 0 Within fifteen days 421 Restoration of supply with 3hrs and meter to be replaced within	Standard complaint of the previous month 2 3 4 Within fifteen days 2,696 2,618 Within fifteen days 0 0 Within fifteen days 421 1,380 Restoration of supply with 3hrs and meter to be replaced within 5	Standard complaint of the previous month Complaint received during the month previous month Total Complaint 2 3 4 5=3+4 Within fifteen days 2,696 2,618 5314 Within fifteen days 0 0 0 Within fifteen days 421 1,380 1801 Restoration of supply with 3hrs and meter to be replaced within 489 2,312 2801	Standard previous month Complaint of the previous month Complaint of the previous month With in Specified Time 2 3 4 5=3+4 6 Within fifteen days 2,696 2,618 5314 2,218 Within fifteen days 0 0 0 0 Within fifteen days 421 1,380 1801 1,023 Restoration of supply with 3hrs and meter to be replaced within 489 2,312 2801 1,511	Standard previous month Complaint of the previous month Complaint of the previous month Complaint of the previous month With in Specified Time Total Complaint With in Specified Time And In Specified Time An	Standard previous month Complaint of the previous month Complaint of the previous month Complaint of the previous month With in Specified Time Beyond Specified Time Total 2 3 4 5=3+4 6 7 8=6+7 Within fifteen days 2,696 2,618 5314 2,218 1,287 3505 Within fifteen days 0 0 0 0 0 0 Within fifteen days 421 1,380 1801 1,023 434 1457 Restoration of supply with 3hrs and meter to be replaced within 489 2,312 2801 1,511 792 2303

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-21 Year: 2021

		Pending			Co	mplaints attended during the m	onth	Balance
Service Area	Standard		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	6,596	18,671	25267	14,983	3,162	18145	7122
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	155	362	517	321	33	354	163
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.

				1				
		Pending				mplaints attended during the m	onth	Balance
Service Area	Standard	_	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
Electrified Areas (where extension of line upto five poles is required)	15 days from receipt of payment							
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 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-21 2021 Year:

		Pending			Cor	nplaints attended during the m	onth	Balance
Service Area	Standard	•	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
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	0	1	1	1	0	1	0

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-21 Year: 2021

		1						
		Pending				mplaints attended during the m	onth	Balance
Transfer of Name	Standard		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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	220	3,420	3,640	3,390	92	3,482	158
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	99	1,093	1,192	1,039	24	1,063	129
Change of Category	As per Regulation 17 (5)	282	561	843	446	49	495	348

Incase connection is denied after receipt of payment against demand note	-	221	890	1,111	357	754	1,111	0
Connection energized through Loop	As per Regulation 11	0	0	0	0	0	0	0
	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-21 Year: 2021

		Pending		Complaints attended during the month			Balance	
Service Area	Standard	0	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	749	517	1,266	381	110	491	775
Final bill for vacation of premises	5 days	54	112	166	105	22	127	39
Non payment of dues by the	15 days	19	98	117	97	1	98	19
Request for reconnection	24hrs	98	640	738	491	134	625	113
Consumer wanting disconnection	5 days	799	4,398	5,197	2,949	1,279	4,228	969
					_	·		

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-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	Number of Distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
7754	30	7784	4	5.14%
				_

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)%
265	0	265	0	0.00%
			_	
			-	

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-21 Year: 2021

SI. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Com	plaints 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.		28189	28189	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.		799	799	0	100.00%
	Continuous power supply failure requiring replacement of distribution transformer.		5	5	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10194	10194	0	100.00%
(v)	Continuous scheduled power outages		791	791	0	100.00%
(vi)	Replacement of burnt meter		2261	1995	135	88.24%
			Period of Scheduled Outage			
	Maximum duration in a single stretch		4H:13M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1793	1792	1	99.94%
	loaus:	,	Reliability Indices			T
	SAIFI SAIDI		0.150 0.100			
	CAIDI		0.100			1
	Frequency variation		0.007	0	0	0
	Voltage imbalance		0	0	0	0
	Percentage billing mistakes		0	0	0	0

^{*} New method used for reliabilty index calculation*

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.

SI. No.	Event	Compensation specified for violation of standard	Claim	ed	Pay	able/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)		1.5% of the demand charges deposited by consumer for each day of default.			
	Electrified Areas				
(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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-21 Year: 2021

	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 of
84	70	0	0	0

FORMAT XVI: Theft of Electricity

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Oct-21 Year: 2021

No. of Cases Booked in Police Station No. of cases in which judgement delivered by the Special Court favor of Licensee Court in favor of Court 1186 888 0 0 0 0		No. of complaints filed by the Licensee		No. of cases decided by the Special Court in	No. of cases decided by the Special
1186 888 0 0 0	No. of Cases Booked	in Police Station	No. of cases in which judgement delivered by the Special Court	favor of Licensee	Court in favor of Consumer
	1186	888	0	0	0