

FORMAT I: Fatal and non-fatal accident report

**Name of Company:** BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-20

Year: 2020

[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: Sep-20

Year:	2020
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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	Amount paid as compensation
1	Suraksha Vihar, New Delhi.	01.09.2020 at 18:00 Hrs. (Time as feeder tripped)	Non-fatal	As per information received from local public of Suraksha Vihar, a person got injured from electric shock. Immediately, our lineman reached at site. At the time of incident, our HT Feeder DDA TC-1 From Bodella 2 Grid got tripped immediately at FSS RMU. As per information gathered from site, it has come to know that victim was trying to connect internet cable in HVDS HT Pole, in which Single Phase 25 KVA DT was installed, during that time his head must have touched the HT Bushing side of the DT and he slipped from the ladder and got injured. Victim was taken to Deen Dayal Hospital by his colleagues. He is OK now.	NIL	NIL	NIL	NIL	NIL
2	WZ-1, Om Vihar, Phase-1, Opp. Metro Pillar No. 698, Main Najafgarh, Uttam Nagar, New Delhi-110059.	10.09.2020 at 00:12 Hrs.	Non-fatal	Sh. Dharambir Gahlot, Electrical Inspector has informed on 18.09.2020 that an electrical accident has occurred at above mentioned address on 10.09.2020 and requested for shutdown of line for measurement of clearances. Sub division team has no information of the said incident and therefore the same was not reported to Electrical Inspectorate on Form A. Accident was reported to Electrical Inspectorate by Police Station Uttam Nagar on 14.09.2020. FIR in this case has also been lodged by the victim Sh. Gajender Dutt regarding getting an electric shock from high tension wire.	NIL	NIL	NIL	NIL	NIL

3	G.B.Pant Staff Qtr in Sub-Divison Okhla Ph-3, New Delhi	12.09.2020 at 11:25 AM	Fatal	<p>The said accident was occurred at 11.25 A.M on 12-09-2020 in which one L/M Mr. Naveen Mandal died. As per the information gathered from the site 4 employees name- 1. Mr. Naveen Mandal (L/M) 2. Mr. Pradeep kumar Yadav (L/M) 3. Mr. Jai Prakash(ALM) 4. Mr. Thakur Prasad(ALM) were working on pole no. NHP V 210 in G.B.Pant staff qtr type 1 in front of quarter no. 49 to balance load as per task given by SDO/SDO support concerned. Mr. Naveen (deceased) was standing on the pole when this accident happened. With in 4 to 5 minutes after stepping on the pole, the pole has suddenly fall inside the park which is adjacent to the pole and broken from 2 points- one at the ground level and second one from another point in the middle between two line and distribution box. The pole has fallen on the deceased's abdomen and below . He was immediately taken to first ESI hospital who then referred to AIIMS Trauma Centre where he died . All the safety measures were used by the staff as the deceased was wearing helmet due to which there was no head injury despite falling from the pole and have rope attached to his body. Also ladder was used for stepping on the pole. This pole seems to be quite old and may be one of the reasons for broken in between.</p> <p>One no. Jio fibre box was also found mounted on the pole.</p>	NIL	NIL	NIL	NIL	NIL
4	Jaffarpur Grid	18.09.2020	Non-fatal	<p>As per information from DH,the AMC LM at Jaffarpur grid was trying to connect welding machine of Civil Contractor, which seems to have some inherent fault , to the output of CT meter of grid without informing anyone. As there was no protection between main line and CT meter output terminals and due to possible fault in welding machine, there was flash and as result the LM got burns. The LM was shifted to RML as there is no specialized facility at Jaffarpur hospital. As per medical report at 0900 pm, the LM has been shifted to ward and recovering as per concall discussion with AMC Contractor and Head C&amp;M.</p>	NIL	NIL	NIL	NIL	NIL
5	Alvi Chowk, Nizamuddin Basti, New Delhi.	18.09.2020 at 10:53 Hrs.	Fatal	<p>A Complaint was received at around 10.53 Hrs at complaint center Jungpura, regarding leakage of current at Alvi Chowk Nizamuddin Basti and Sh Sudhir L/M deputed to attend the said complaint. The Lineman reached at site and reported to area SDO that a horse has been electrocuted at Alvi Chowk Nizamuddin Basti as per statement of residents of the said area and put the supply off of subjected area . Then SDO deputed maintenance team along with SDO support Sh Subhas Bhardwaj AM(O) On site inspection, it has been observed that horse has died at this site but there is no clue that it was died due to electrocution as there was no open cable at this side , there was only one underground cable which was not visible &amp; laying at proper depth. So, there might be prospected that it had died with natural death or electrocution by illegal wire as it was totally theft prone area.</p>	NIL	NIL	NIL	NIL	NIL
6	Pole - BSES SVR Z294 & Premises H.NO. I-391 / 16, Hari Nagar Extn., Badarpur, New Delhi.	26.09.2020 at about 3:00 PM	Non-fatal	<p>A Non-Fatal Electrical Accident occurred on 26.09.2020 at about 03:00 PM at Pole - BSES SVR Z294 &amp; Premises H. NO. I-391/16, Hari Nagar Extn., Badarpur, New Delhi. Herein, a 12 Years Old Girl has sustained burns on her elbows &amp; stomach, when she was removing a chunni from HVDS Pole with an iron rod - from the second floor of said premise. Our relay &amp; RMU worked perfectly and timely tripping of the ckt in 0.06 sec saved the life of injured. Status maintained and Ckt. energized after removing chunni from HVDS Trf. DD Set with an iron bar. The chunni, a melted earthing cable kept as evidence. After the incident, the victim was taken to Dabra Hospital where doctor treated her for mild burns and sent her home.</p>	NIL	NIL	NIL	NIL	NIL

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

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Sep-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.		-	16357	16357	16357	0	16357	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			8831	8831	8831	0	8831	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)			7523	7523	7523	0	7523	0
Continuous Scheduled Power Outage			724	724	724	0	724	0
Replacement of Burnt Meter or Stolen Meter		590	3454	4044	2892	522	3414	630

**FORMAT IV: Quality of Power Supply**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Sep-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	2774	2774	2774	0	2774	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:** Sep-20  
**Year:** 2020

		-			Complaints attended during the month			-
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Service Area	Standard	Pending 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	2,243	3,986	6,229	3,199	674	3,873	2,356
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	709	1,861	2,570	1,278	850	2,128	442
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	862	3,843	4,705	2,349	1,843	4,192	513
Complaint lodged for stolen meter		10	44	54	35	15	50	4

**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: Sep-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	3,898	14,479	18377	10,673	3,043	13716	4661
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	65	106	171	64	15	79	92
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: Sep-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: Sep-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: Sep-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	39	1,048	1,087	1,041	10	1,051	36
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	45	1,126	1,171	1,092	23	1,115	56
Change of Category	As per Regulation 17 (5)	345	482	827	359	22	381	446
Incase connection is denied after receipt of payment against demand note	-	308	580	888	171	680	851	37
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: Sep-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	594	758	1,352	553	19	572	780
Final bill for vacation of	5 days	320	285	605	297	43	340	265
Non payment of dues by the	15 days	7	231	238	234	0	234	4
Request for reconnection	24hrs	71	789	860	425	333	758	102
Consumer wanting	5 days	902	4,854	5,756	2,799	2,090	4,889	867

**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	Number of Distribution transformers failed	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
7538	15	7553	4	5.30%

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**

<b>Name of Company:</b> BSES RAJDHANI POWER LIMITED. <b>Period of Report:</b> Sep-20 <b>Year:</b> 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%

<b>FORMAT XIII: Summary of Overall Standards of Performance.</b>						
<b>Name of Company:</b> BSES RAJDHANI POWER LIMITED. <b>Period of Report:</b> Sep-20 <b>Year:</b> 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	
<b>1. Power Supply Failure</b>						
(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.		16357	16357	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.		8831	8831	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		7523	7523	0	100.00%
(v)	Continuous scheduled power outages		724	724	0	100.00%
(vi)	Replacement of burnt meter		4044	2892	522	71.51%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		07H:42M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the		4194	4194	0	100.00%
<b>Reliability Indices</b>						
4	SAIFI		0.390			
	SAIDI		0.190			
	CAIDI		0.487			
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: Sep-20  
Year: 2020

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					
(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: Sep-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 of
44	108	0	0	0

**FORMAT XVI: Theft of Electricity**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Sep-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
1712	1279	2	0	2



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

**Name of Company:** BSES RAJDHANI POWER LIMITED.

**Period of Report:** Sep-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	1	-	1	3	2	2	3	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: Sep-20  
 Year: 2020

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	Suraksha Vihar, New Delhi.	01.09.2020 at 18:00 Hrs. (Time as feeder tripped)	Non-fatal	As per information received from local public of Suraksha Vihar, a person got injured from electric shock. Immediately, our lineman reached at site. At the time of incident, our HT Feeder DDA TC-1 From Bodella 2 Grid got tripped immediately at FSS RMU. As per information gathered from site, it has come to know that victim was trying to connect internet cable in HVDS HT Pole, in which Single Phase 25 KVA DT was installed, during that time his head must have touched the HT Bushing side of the DT and he slipped from the ladder and got injured. Victim was taken to Deen Dayal Hospital by his colleagues. He is OK now.	NIL	NIL	NIL	NIL	NIL
2	WZ-1, Om Vihar, Phase-1, Opp. Metro Pillar No. 698, Main Najafgarh, Uttam Nagar, New Delhi-110059.	10.09.2020 at 00:12 Hrs.	Non-fatal	Sh. Dharambir Gahlot, Electrical Inspector has informed on 18.09.2020 that an electrical accident has occurred at above mentioned address on 10.09.2020 and requested for shutdown of line for measurement of clearances. Sub division team has no information of the said incident and therefore the same was not reported to Electrical Inspectorate on Form A. Accident was reported to Electrical Inspectorate by Police Station Uttam Nagar on 14.09.2020. FIR in this case has also been lodged by the victim Sh. Gajender Dutt regarding getting an electric shock from high tension wire.	NIL	NIL	NIL	NIL	NIL
3	G.B.Pant Staff Qtr in Sub-Divison Okhla Ph-3, New Delhi	12.09.2020 at 11:25 AM	Fatal	The said accident was occurred at 11.25 A.M on 12-09-2020 in which one L/M Mr. Naveen Mandal died. As per the information gathered from the site 4 employees name- 1. Mr. Naveen Mandal (L/M) 2. Mr. Pradeep kumar Yadav (L/M) 3. Mr. Jai Prakash(ALM) 4. Mr. Thakur Prasad(ALM) were working on pole no. NHP V 210 in G.B.Pant staff qtr type 1 in front of quarter no. 49 to balance load as per task given by SDO/SDO support concerned. Mr. Naveen (deceased) was standing on the pole when this accident happened. With in 4 to 5 minutes after stepping on the pole, the pole has suddenly fall inside the park which is adjacent to the pole and broken from 2 points- one at the ground level and second one from another point in the middle between two line and distribution box. The pole has fallen on the deceased's abdomen and below. He was immediately taken to first ESI hospital who then referred to AIIMS Trauma Centre where he died. All the safety measures were used by the staff as the deceased was wearing helmet due to which there was no head injury despite falling from the pole and have rope attached to his body. Also ladder was used for stepping on the pole. This pole seems to be quite old and may be one of the reasons for broken in between. One no. Jio fibre box was also found mounted on the pole.	NIL	NIL	NIL	NIL	NIL
4	Jaffarpur Grid	18.09.2020	Non-fatal	As per information from DH,the AMC LM at Jaffarpur grid was trying to connect welding machine of Civil Contractor, which seems to have some inherent fault, to the output of CT meter of grid without informing anyone. As there was no protection between main line and CT meter output terminals and due to possible fault in welding machine, there was flash and as result the LM got burns. The LM was shifted to RML as there is no specialized facility at Jaffarpur hospital. As per medical report at 0900 pm, the LM has been shifted to ward and recovering as per concall discussion with AMC Contractor and Head C&M.	NIL	NIL	NIL	NIL	NIL

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-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	-	16357	16357	16357	0	16357	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	8831	8831	8831	0	8831	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	7523	7523	7523	0	7523	0
Continuous Scheduled Power Outage	0	0	724	724	724	0	724	0
Replacement of Burnt Meter or Stolen Meter	0	590	3454	4044	2892	522	3414	630

**FORMAT IV: Quality of Power Supply**

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-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	2774	2774	2774	0	2774	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:** Sep-20**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
1	2	3	4
<b>Complaint lodged for accuracy test of meter-Fast</b>	Within fifteen days	2243	3986
<b>Complaint lodged for accuracy test of meter-Slow</b>	Within fifteen days	0	0
<b>Complaint lodged for defective / stuck meter</b>	Within fifteen days	709	1861
<b>Complaint lodged for burnt meter</b>	Restoration of supply with 3hrs and meter	862	3843
<b>Complaint lodged for stolen meter</b>		10	44

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
6229	3199	674	3873	2356
0	0	0	0	0
2570	1278	850	2128	442
4705	2349	1843	4192	513
54	35	15	50	4

**FORMAT VI: New Connections / Additional Load, where power supply****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Sep-20**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>New Connection where no RoW or road Cutting permission is required</b>	7 days	3898	14479
<b>New Connection where RoW or road Cutting permission is required</b>	15 days	0	0
<b>New Connection where no RoW or road Cutting permission is required</b>	7 days	65	106
<b>New Connection where RoW or road Cutting permission is required</b>	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	
<b>5=3+4</b>	<b>6</b>	<b>7</b>	<b>8=6+7</b>	<b>9=5-8</b>
18377	10673	3043	13716	4661
0	0	0	0	0
171	64	15	79	92
0	0	0	0	0



**FORMAT VII: Applications for New Connections / Additional Load, with**

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-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:** Sep-20

**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Un-Electrified Areas (Where connection from nearby existing network is possible)</b>	Within 4 months from Commission's approval	0	0
<b>Un-Electrified Areas/ Green Field Projects (Where new network is to be laid or grid station needs to be established)</b>	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:** Sep-20  
**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Transfer of Name</b>	Within two billing cycles of acceptance of application or clearing of dues whichever is later	39	1,048
<b>Load Reduction</b>	Within ten days of acceptance of application, shall be effective from next billing cycle	45	1,126
<b>Change of Category</b>	As per Regulation 17 (5)	345	482
<b>Incase connection is denied after receipt of payment against demand note</b>	-	308	580
<b>Connection energized through Loop</b>	As per Regulation 11	0	0
<b>If notice towards downward if any is not sent</b>	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
1,087	1,041	10	1,051	36
1,171	1,092	23	1,115	56
827	359	22	381	446
888	171	680	851	37
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:** Sep-20**Year:** 2020

<b>Service Area</b>	<b>Standard</b>	<b>Pending complaint of the previous month</b>	<b>Complaint received during the month</b>
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Complaints on billing</b>	Only one bill in a Financial Year	594	758
<b>Final bill for vacation of premises /</b>	5 days	320	285
<b>Non payment of dues by the</b>	15 days	7	231
<b>Request for reconnection</b>	24hrs	71	789
<b>Consumer wanting disconnection</b>	5 days	902	4,854

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
1,352	553	19	572	780
605	297	43	340	265
238	234	0	234	4
860	425	333	758	102
5,756	2,799	2,090	4,889	867



**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)%
7538	15	7553	4	5.30%
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:** Sep-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:** Sep-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	
<b>1. Power Supply Failure</b>						
(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.		16357	16357	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.		8831	8831	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		7523	7523	0	100.00%
(v)	Continuous scheduled power outages		724	724	0	100.00%
(vi)	Replacement of burnt meter		4044	2892	522	71.51%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		07H:42M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		4194	4194	0	100.00%
<b>Reliability Indices</b>						
4	SAIFI		0.390	0	0	0
	SAIDI		0.190	0	0	0
	CAIDI		0.487	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:** Sep-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/ contract
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:** Sep-20**Year:** 2020

<b>No. of Cases Booked</b>	<b>No. of Cases where UUE is established by the Licensee</b>	<b>No. of cases where the consumer benefited</b>
44	108	0
0	0	0

re appeal filed by	No. of cases decided by the	No. of cases decided by the
ore the Appellate	Appellate Authority in favor of the	Appellate Authority in the favor of
)	0	0
)	0	0

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

<b>No. of Cases Booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in w delivered by th</b>
1712	1279	2
0	0	0



Which judgement	No. of cases decided by the Special	No. of cases decided by the Special
of the Special Court	Court in favor of Licensee	Court in favor of Consumer
2	0	2
3	0	0