FORMAT I: Fatal a	nd non-fatal accid	ent report							
Name of Company	y:	BSES RAJDHANI POWE	R LIMITED.						
Period of Report:		Jan-18							
Year:		2018							
	Numbe	r of Accidents during th	e month		Cumulative sinc	e starting of year	Cumula	ative since starting	of year
Depart	mental		Outside		Depar	tmental		Outside	
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	1	0	0	0	1	1	1	0	1
FH- Fatal Human NFH- Non Fatal Hu FA- Fatal Animal	ıman								

Name of Company Period of Report: Year:		BSES RAJDHANI POWE Jan-18 2018	ed for the accident						
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	33 KV DC-Saket Grid / Sub- Station Near District Court, Saket, New Delhi	02.01.2018	Non-Fatal	A Flash occurred in VCB Chamber when unfortunately bus-bar shutter fallen on upper arm of VCB.	N.A.	N.A.	N.A.	Yet to decide.	N.A.
FORMAT III: Actio Name of Company Period of Report: Year:	·	safety measures compl BSES RAJDHANI POWE Jan-18 2018		ts occurred					
			Pending	Complaint		Complaint	s attended during	the month	Balance
Service Area		Standard	complaint of the previous month	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 individual consum consumer upto 10 Low voltage suppl failure where distr transformer requir	er and group of 0 connected at y, excluding the ibution		-	43147	43147	43147	0	43147	0
Continuous power more than 100 con connected at Low excluding the failu distribution transf replacement.	nsumers voltage supply ire where			325	325	325	0	325	0
Continuous nower	supply failure			6	6	6	0	6	0
requiring replacen distribution transf									
requiring replacen	ormer. r failure affecting cted through High on System (HVDS)			15185	15185	15185	0	15185	0
requiring replacen distribution transf Continuous power consumers connec Voltage Distributio	ormer. r failure affecting cted through High on System (HVDS) nder (i) & (ii)			15185 1386	15185 1386	15185	0	15185 1386	0
requiring replacen distribution transf Continuous power consumers connec Voltage Distributio and not covered u	ormer. failure affecting cted through High on System (HVDS) nder (i) & (ii) led Power Outage		46						

Name of Company: Period of Report:	BSES RAJDHANI POWE Jan-18	R LIMITED.				
Year:	2018					
Service Area	Standard	Pending	Complaint	Total Complaint	Complaints attended during the month	Balance

	Stanuaru	previous month	the month	тотаї сотіріант	Within Specified Time	Beyond specified time	Total	attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
ocal Problem	4 hours	0	869	869	869	0	869	0
ap setting of transformer								
epair of Distribution								
ine/transformer/ capacitor								
nstallation and Up gradation of								
ligh Tension/ Low Tension System								
lame of Company: eriod of Report: ear:	BSES RAJDHANI POWEI Jan-18 2017	R LIMITED.						
		Pending	Complaint		Complaint	s attended during t	he month	Balance
ervice Area	Standard	complaint of the previous month	received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to b attended
		p						
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
1 complaint lodged for accuracy test f meter-Fast	2 Within fifteen days	•	4	5=3+4 2236	6 556	-	8=6+7 571	9=5-8 1665
omplaint lodged for accuracy test	Within fifteen days	3	-			7		
omplaint lodged for accuracy test f meter-Fast	Within fifteen days	3 1215	1021	2236	556	7	571	1665
complaint lodged for accuracy test f meter-Fast complaint lodged for accuracy test	Within fifteen days Within fifteen days	3 1215 0	1021 0	2236 0	556	7 15 0	571	1665 0

Jan-18 2017							
	Pending	Complaint		Complaints attended during the month			Balance
Standard	complaint of the previous month	received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
2	3	4	5=3+4	6	7	8=6+7	9=5-8
7 days	3856	17508	21364	14236	2269	16505	4859
15 days	44	36	80	25	3	28	52
7 days	114	236	350	176	4	180	170
15 days	31	13	44	7	2	9	35
	2017 Standard 2 7 days 15 days 7 days	Pending complaint of the previous month 2 3 7 days 3856 15 days 44 7 days 114	Pending complaint of the previous month Complaint received during the month 2 3 4 7 days 3856 17508 15 days 44 36 7 days 114 236	2017StandardPending complaint of the previous monthComplaint received during the monthTotal Complaint2345=3+47 days3856175082136415 days4436807 days114236350	Pending complaint of the previous month Complaint of the month Total Complaint Complaint of the month 2 3 4 5=3+4 6 7 days 3856 17508 21364 14236 15 days 44 36 80 25 7 days 114 236 350 176	Pending complaint of the previous month Complaint received during the month Total Complaint Complaint of the previous month Beyond Specified Time 2 3 4 5=3+4 6 7 7 days 3856 17508 21364 14236 2269 15 days 44 36 80 25 3 7 days 114 236 350 176 4	Pending complaint of the previous month Complaint received during the month Total Complaint Complaint of the previous month Complaint received during the month 2 3 4 5=3+4 6 7 8=6+7 7 days 3856 17508 21364 14236 2269 16505 15 days 44 36 80 25 3 28 7 days 114 236 350 176 4 180

FORMAT VII: Applications for New C	onnections / Additiona	Load, where pow	er supply requires	extension of distri	bution system.			
Name of Company: Period of Report: Year:	BSES RAJDHANI POWER Jan-18 2017	R LIMITED.						
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint		s attended during Beyond Specified Time		Balance complaint to be attended
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 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	15 days							
augmented)								
New Connections		3900	17544	21444	14261	2272	16533	4911
Additional Load		145	249	394	183	6	189	205

Name of Company: Period of Report: Year:	BSES RAJDHANI POWEF Jan-18 2017	R LIMITED.						
		Pending	Complaint		Complaint	s attended during	the month	Balance
Service Area	Standard	complaint of the previous month	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	24	24	48	36	0	36	12
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							

•	BSES RAJDHANI POWER Jan-18 2017	R LIMITED.						
		Pending	Complaint		Complaint	s attended during	the month	Balance
Service Area	Standard	complaint of the previous month	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
	Within two billing cycles of acceptance of application or clearing of dues whichever is later	177	3582	3759	3544	30	3574	185
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	39	651	690	603	12	615	75
	As per Regulation 17 (5)	31	553	584	475	14	489	95
Incase connection is denied after receipt of payment against demand note	-	194	347	541	201	204	405	136
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: Period of Report: Year:	BSES RAJDHANI POWE Jan-18 2017	R LIMITED.						
		Pending	Complaint		Complain	s attended during t	he month	Balance
Service Area	Standard	complaint of the previous month	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	220	281	501	164	21	185	316
Final bill for vacation of premises /	5 days	38	90	128	77	1	78	50
Non payment of dues by the	15 days	9	209	218	201	0	201	17
Request for reconnection	24hrs	198	1759	1957	1119	577	1696	261
Consumer wanting disconnection	5 days	736	3424	4160	2459	558	3017	1143

FORMAT XI: Failure of Distribution T	ransformer			
Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. Jan-18 2018			
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)%
	6982	15	6997	3	0.042875518
Note:		formers considered>=400 kVA mers added in the system is considered ag	ainst point no. 2		
	Only O&M failure	considered			

Name of Company: Period of Report: /ear:	BSES RAJDHANI POWER LIMITED. Jan-18 2018			
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)%
248	1	249	0	0

ame of Compan eriod of Report: ear:		LIMITED.				
SI. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	•	Attended (B)	Standard of Performance Achiev (C)
				Within Specified Time	Beyond specified time	
			1. Power Supply Failure	Time	ume	
(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.		43147	43147	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.		325	325	0	100%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		6	6	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		15185	15185	0	100%
(v)	Continuous scheduled power outages		1386	1385	1	100%
(vi)	Replacement of burnt meter		2902	2833	63	97.62%
			Period of Scheduled Outa	ge		•
2	Maximum duration in a single stretch		07:44HRS			
	Restoration of supply by 6:00 PM		NIL		10	
3	Faults in street light maintained by the		1424 Poliobility Indicos	1408	16	98.88%
4	SAIFI		Reliability Indices 0.036			
4	SAIDI		0.036			
	CAIDI		1.1417			
5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0

FORMAT XIV: Co	mpensation Details						
Name of Compa Period of Report Year:		POWER LIMITED.					
Sl. No.	Event	Compensation specified for	Claimed		Payable/Paid		
			No. of Cases	Amount Claimed	No. of cases in which compensation is payable	Amount of compensation payable in (Rs.)	Amount of compensatior 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			
(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				

FORMAT XV: Unauthorized Use of Electricity BSES RAJDHANI POWER LIMITED. Jan-18 Name of Company: Period of Report: Year: 2017 No. of Cases where UUE is established No. of cases where appeal filed by No. of cases decided by the No. of cases decided by the No. of Cases Booked by the Licensee the consumer before the Appellate Appellate Authority in favor of the Appellate Authority in the favor of 30 45 0 0 0 0 0 0 FORMAT XVI: Theft of Electricity Name of Company: BSES RAJDHANI POWER LIMITED. Period of Report: Jan-18 Year: 2017 No. of complaints filed by the Licensee No. of cases in which judgement No. of cases decided by the Special No. of cases decided by the Special No. of Cases Booked in Police Station delivered by the Special Court Court in favor of Licensee Court in favor of Consumer 1302 1141 0 0 0 0 0 Τ

265.14

FORMAT I: Fatal and non-fatal accident report

Name of Company:BSES RAJDHANI POWER LIMITED.Period of Report:Jan-18Year:2017

Nur	mber of Accidents during the month Cum					ive since	Cumulat	ive since st	arting of
Depart	Departmental		Outside			mental	Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH FA		NFH
-	1	-	-	-	1	1	1	-	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: Period of Report: Year:		BSES RAJDHANI POV Jan-18 2017	VER LIMITED.						
Sl. No.	Location of accident and details of victim	Date of occurrence	Type 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	33 KV DC-Saket Grid / Sub-Station Near District Court, Saket, New Delhi	02.01.2018	Non-Fatal	A Flash occurred in VCB Chamber when unfortunately bus- bar shutter fallen on upper arm of VCB.		N.A.	N.A.	Yet to decide.	N.A.

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

Name of Company: Period of Report: Year:	BSES RAJDHANI PO Jan-18 2017	WER LIMITED.						
	Standard	Pending	Complaint	Total Complaint	Complaint	Balance		
Service Area		complaint of the previous month	received during the month		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	-	43147	43147	43147	0	43147	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	325	325	325	0	325	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	6	6	6	0	6	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	15185	15185	15185	0	15185	0
Continuous Schduled Power Outage	0	0	1386	1386	1385	1	1386	0
Replacement of Burnt Meter or Stolen Meter	0	46	2856	2902	2833	63	2896	6

Name of Company:	BSES RAJDHANI PO	WER LIMITED.							
Period of Report:	Jan-18								
Year:	2017								
Service Area	Standard	Pending complaint of the			Complaint	Complaints attended during the month			
Service Area	Stanuaru		received during	Total Complaint	Within Specified	Beyond specified		compla	
		previous month	the month		Time	time	Total	atte	
1	2	3	4	5=3+4	6	7	8=6+7	9	
Local Problem	4 hours	0	869	869	869	0	869		
Tap setting of transformer	0	0	0	0	0	0	0		
Repair of Distribution	0	0	0	0	0	0	0		
Line/transformer/ capacitor	0	0	U	U	U	U	0		
Installation and Up gradation of High	0		0	0	0	0	0		
Tension/ Low Tension System	0	0	0	0	0	0	0		

Name of Company:

BSES RAJDHANI POWER LIMITED. Jan-18

Period of Report: Year:	Jan-18 2017							
	Standard	Dendline	6	Total Complaint	Complaint	s attended during t	the month	Dalaras
Service Area		Pending complaint of the previous month	•		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	1215	1021	2236	556	15	571	1665
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	888	2268	3156	1492	58	1550	1606
Complaint lodged for burnt meter	Restoration of supply	626	3451	4077	2585	581	3166	911
Complaint lodged for stolen meter	with 3hrs and meter	19	63	82	61	10	71	11
		1			1	ıı		1

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: Year:	Jan-18 2017							
		Pending	Complaint	Total Complaint	Complaint	s attended during t	the month	Balance
Service Area	Standard	complaint of the previous month	e received during		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	3856	17508	21364	14236	2269	16505	4859
New Connection where RoW or road Cutting permission is required	15 days	44	36	80	25	3	28	52
New Connection where no RoW or road Cutting permission is required	7 days	114	236	350	176	4	180	170
New Connection where RoW or road Cutting permission is required	15 days	31	13	44	7	2	9	35
	•	•	•		•			•

FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system.

Name of Company: Period of Report:

BSES RAJDHANI POWER LIMITED. Jan-18

Period of Report:	Jan-18							
Year:	2017							
		Pending	Complaint		Complaint	s attended during t	he month	Balance
Service Area	Standard	complaint of the previous month	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
1. Electrified Areas (where extension of line upto five poles is required)	15 days from receipt of payment	0	0	0	0	0	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	0	0	0	0	0
3. Electrified areas (where new distribtion transformer is required)	Within 4 months from receipt of payment	0	0	0	0	0	0	0
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days	0	0	0	0	0	0	0
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days	0	0	0	0	0	0	0
New Connections		3900	17544	21444	14261	2272	16533	4911
Additional Load		145	249	394	183	6	189	205

Name of Company: BSES RAJDHANI POWER LIMITED. Period of Report: Jan-18 Year: 2017								
	Pending	Complaint		Complaint	s attended during t	he month	Balance	
Service Area	Standard	complaint of the received d	received during the month	ring 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	24	24	48	36	0	36	12
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:

bany: BSES RAJDHANI POWER LIMITED. port: Jan-18 2017

Period of Report:	Jan-18							
Year:	2017							
	Standard	Pending complaint of the previous month	•	Total Complaint	Complaints attended during the month			Balance
Service Area					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	177	3582	3759	3544	30	3574	185
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	39	651	690	603	12	615	75
	As per Regulation 17 (5)	31	553	584	475	14	489	95
Incase connection is denied after receipt of payment against demand note	-	194	347	541	201	204	405	136
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: Period of Report: Year:	BSES RAJDHANI POWE Jan-18 2017	R LIMITED.						
		Pending	Complaint		Complaint	s attended during t	he month	Balance
Service Area	Standard	complaint of the previous month	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	220	281	501	164	21	185	316
Final bill for vacation of premises /	5 days	38	90	128	77	1	78	50
Non payment of dues by the	15 days	9	209	218	201	0	201	17
Request for reconnection	24hrs	198	1759	1957	1119	577	1696	261
Consumer wanting disconnection	5 days	736	3424	4160	2459	558	3017	1143

Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. Jan-18 2017					
No. of Distribution transformers the beginning of the month	at 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)%		
6982	15	6997	3	0.042875518		
0	0	0	0	0		
0	0	0	0	0		
0	0	0	0	0		
	ansformers considered>=400 kVA formers added in the system is considered a ire considered	gainst point no. 2	<u>.</u>	·		

Name of Company: Period of Report:	BSES RAJDHANI POWER LIMITED. Jan-18			
/ear:	2017			
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)%
248	1	249	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
÷	sformers considered>=400 kVA	0	, and the second s	0
Only New transfo	rmers added in the system is considered again	nst point no. 2		
Only O&M failure	considered			

FORMAT XIII: Sun	nmary of Overall Standards of Performance	2.				
Name of Compan Period of Report: Year:		LIMITED.				
Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance Achiever (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.		43147	43147	0	100%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		325	325	0	100%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		6	6	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		15185	15185	0	100%
(v)	Continuous scheduled power outages		1386	1385	1	100%
(vi)	Replacement of burnt meter		2902	2833	63	97.62%
			Period of Scheduled Outa	ge		
2	Maximum duration in a single stretch		07:44HRS	0	0	0
2	Restoration of supply by 6:00 PM		NIL	0	0	0
3	Faults in street light maintained by the		1424 Reliability Indices	1408	16	98.88%
4	SAIFI		0.036	0	0	0
7	SAIDI		0.041	0	0	0
	CAIDI		1.1417	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: Co	mpensation Details						
	in period ton becaus						
Name of Compar	BSES RAJDHANI POWER	R LIMITED.					
Period of Report							
Year:	2017						
SI. No.	Event	Compensation specified for	Clai	med		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		0	0	0	0	0
(i)		1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation	1.5% of the demand charges deposited	0	0	0	0	0
(iii)	Un-electrified	1% of the amount deposited by	0	0	0	0	0
(iv)	Connection denied	1.5% of the demand charges deposited	0	0	0	0	0
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default	0	0	0	0	0
4	Notice for downward	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of	Rs.50 for each day of default	0	0	0	0	0
8	Fault in street	Rs. 75 for each day of default	0	0	0	0	0
9	Voltage fluctuations		0	0	0	0	0
10	Power Supply Failure		0	0	0	0	0
11	Total		0	0	0	0	0

FORMAT XV: Unauthorized Use	e of Electricity							
Name of Company:								
Period of Report:	Jan-18							
Year:	2017							
	No. of Cases where UUE is established	No. of cases where appeal filed by	No. of cases decided by the	No. of cases decided by the				
No. of Cases Booked	by the Licensee	the consumer before the Appellate	Appellate Authority in favor of the	Appellate Authority in the favor of				
30	45	3	0	0				
0	0	0	0	0				

FORMAT XVI: Theft of Electricity	,			
Name of Company:	BSES RAJDHANI POWER LIMITED.			
Period of Report:	Jan-18			
Year:	2017			
	No. of complaints filed by the Licensee	No. of cases in which judgement	No. of cases decided by the Special	No. of cases decided by the Specia
No. of Cases Booked	in Police Station	delivered by the Special Court	Court in favor of Licensee	Court in favor of Consumer
1302	1141	1	1	0
0	0	0	0	0
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