FORMAT I: Fatal a	nd non-fatal accid	ent report							
Name of Company	r:	BSES RAJDHANI POWEI	R LIMITED.						
Period of Report: Year:		Mar-18 2018							
rear.	Number	of Accidents during the	e month		Cumulative since sta	rting of year	Cumula	ative since starting	of year
Depart			Outside		Departmer			Outside	
FH 0	0	FH 0	FA 0	NFH 0	FH 1	NFH 1	FH 1	FA 0	NFH 1
	0	Ů	Ů	Ů	-	-	-	Ů	-
			I	1				I	
FH- Fatal Human NFH- Non Fatal Hu FA- Fatal Animal	man								
FORMAT II: Action	taken report for s	afety measures complie	ed for the accidents	s occurred					
Name of Company Period of Report:	r:	BSES RAJDHANI POWEI Mar-18	R LIMITED.						
Year:		2018	1	1		1		1	
1	Location of					Remedies suggested by	Whether the remedy	Action taken to	
1	accident and					CEI/EI/AEI in	suggested is	avoid recurrence	Amount paid as
Sl. No.	details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI /AEI	various cases	complied	of such accidents	compensation
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
FORMAT III: Actio	n taken report for	safety measures compli	ed for the accident	ts occurred					
Name of Company Period of Report: Year:	r:	BSES RAJDHANI POWE Mar-18 2018	R LIMITED.						
			Pending	Complaint		Complaint	s attended during	the month	Balance
Service Area		Standard	complaint of the previous month		Total Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
	L	2	3	4	5=3+4	6	7	8=6+7	9
Continuous power	failure affecting								
individual consum									
consumer upto 10 Low voltage supply			-	43304	43304	43304	0	43304	0
failure where distr									
transformer requir	es replacement.								
Continuous power	failure affecting								
more than 100 cor	sumers								
connected at Low				753	753	753	0	753	0
excluding the failu distribution transf									-
replacement.	inter requires								
Continuous power	supply failure								
requiring replacen	ient of			7	7	7	0	7	0
distribution transf	ormer.								
Continuous power									
consumers connect Voltage Distribution				14461	14461	14461	0	14461	0
and not covered u									
Continuous Schdul				2093	2093	2093	0	2093	0
Replacement of Bu Stolen Meter	in in weter or		2	2259	2261	2219	40	2259	2
FORMAT IV: Quali	ty of Power Supply	1							
Name of Company	<i>.</i>	BSES RAJDHANI POWEI							
Period of Report:	-	Mar-18							
Year:		2018		,		1			
			Pending	Complaint		Complaint	s attended during	the month	Balance
Servic	e Area	Standard	complaint of the previous month		Total Complaint		Beyond specified		complaint to be attended
L				the month		Time	time	Total	
Local Problem	L	2 4 hours	3 0	4 1111	5=3+4 1111	6 1111	7	8=6+7 1111	9=5-8 0
Tap setting of trar	sformer	TIOUS			1111				
Repair of Distribut	ion								
Line/transformer/ Installation and U	capacitor p gradation of								
High Tension/ Lov									

Name of Company: Period of Report: Year:	BSES RAJDHANI POWE Mar-18 2018	R LIMITED.						
		Pending	Complaint	Total	Complaint	s attended during t	he month	Balance
Service Area	Standard	complaint of the previous month	received during the month	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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	2057	1043	3100	680	41	721	2379
Complaint lodged for accuracy test	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	1843	1983	3826	1337	53	1390	2436
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	824	2507	3331	1895	401	2296	1035
Complaint lodged for stolen meter	to be replaced within 3days.	16	28	44	26	3	29	15

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:
 Mar-18

 Year:
 2018

Complaints attended during the month Pending Complaint Balance Total complaint of the received during With in Specified Beyond Specified Standard complaint to b Service Area Complaint Total previous month the month Time Time attended 8=6+7 9=5-8 5=3+4 1 2 3 4 6 7 New Connection where no RoW or 7 days 4477 17683 22160 10553 1094 11647 10513 road Cutting permission is required New Connection where RoW or 4 15 days 56 31 87 1 5 82 road Cutting permission is required New Connection where no RoW or 7 days 204 209 413 143 1 144 269 road Cutting permission is required New Connection where RoW or 0 15 days 37 21 58 10 10 48 road Cutting permission is required

Name of Company: Period of Report: Year:	BSES RAJDHANI POWEF Mar-18 2018	R LIMITED.						
		Pending	Complaint		Complaint	ts attended during th	e month	Balance
Service Area	Standard	complaint of the previous month	received during the month	Total Complaint		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							
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 augmented)	15 days							
New Connections		4533	17714	22247	10557	1095	11652	10595
Additional Load		241	230	471	153	1	154	317

FORMAT VIII: Connection in un-electrified areas

Name of Company: Period of Report: Year:

		Pending	Complaint		Complaint	s attended during t	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
(Where connection from nearby	Within 4 months from Commission's approval	19	29	48	21	0	21	27
Projects (Where new network is to be laid or grid station needs to be	Within 12 months from Commission's approval							

FORMAT IX: Transfer of Consumer's	connection and convers	sion of services.						
Name of Company: Period of Report: Year:	BSES RAJDHANI POWEF Mar-18 2018	R LIMITED.						
		Pending	Complaint		Complaint	s attended during t	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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	214	3344	3558	3193	10	3203	355
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	54	615	669	590	1	591	78
Change of Category	As per Regulation 17 (5)	41	395	436	375	11	386	50
Incase connection is denied after receipt of payment against demand note	-	160	329	489	212	168	380	109
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
								l

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

Name of Company: Period of Report: Year:	BSES RAJDHANI POWE Mar-18 2018	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	326	225	551	158	21	179	372
Final bill for vacation of premises /	5 days	63	50	113	67	2	69	44
Non payment of dues by the	15 days	16	131	147	122	0	122	25
Request for reconnection	24hrs	345	2027	2372	1333	583	1916	456
Consumer wanting disconnection	5 days	1164	4028	5192	3378	450	3828	1364

FORMAT XI: Failure of Distribution Transformer

Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. Mar-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)%
7007	10	7017	1	0.014251104
	sformers considered>=400 kVA mers added in the system is considered aga considered	ainst point no. 2		

FORMAT XII: Failure of Power Transformer

Name of Company:
Period of Report:
Year:

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)%
249	0	249	0	0

ime of Comp riod of Repo ar:		LIMITED.				
Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints	Attended (B)	Standard of Performance Achieve (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.		43304	43304	0	100%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		753	753	0	100%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		7	7	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		14461	14461	0	100%
(v)	Continuous scheduled power outages		2093	2093	0	100.00%
(vi)	Replacement of burnt meter		2261	2219	40	98.14%
			Period of Scheduled Outage	•	•	
2	Maximum duration in a single stretch		07:20 hr			
	Restoration of supply by 6:00 PM		2093	2093	0	100.00%
3	Faults in street light maintained by the		1353	1344	9	99.33%
			Reliability Indices	1	ł	
4	SAIFI SAIDI		0.0352 0.0416	1	<u> </u>	
			1.18	1	<u> </u>	
5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0

ame of Comp	any: BSES RAJDHANI F	POWER LIMITED.					
Period of Repo	rt: Mar-18						
'ear:	2018						
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 compensation paid in (Rs.)
1	Electricity connections						
(i)	Electrified Areas	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/	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

Name of Company:	BSES RAJDHANI POWER LIMITED.			
Period of Report:	Mar-18			
Year:	2018			
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 o the consumer
			â	â
15 FORMAT XVI: Theft of Electricity	22	0	0	0
FORMAT XVI: Theft of Electricity Name of Company:	BSES RAJDHANI POWER LIMITED.	0	U	0
FORMAT XVI: Theft of Electricity		0	0	0
FORMAT XVI: Theft of Electricity Name of Company: Period of Report:	BSES RAJDHANI POWER LIMITED. Mar-18	U No. of cases in which judgement delivered	V	U No. of cases decided by the Specia
FORMAT XVI: Theft of Electricity Name of Company: Period of Report:	BSES RAJDHANI POWER LIMITED. Mar-18 2018			

FORMAT I: Fatal and non-fatal accident report

Name of Company:BSES RAJDHANI POWER LIMITED.Period of Report:Mar-18Year:2018

Nur	nber of Aco	cidents dur	ing the mo	onth	Cumulat	ive since	Cumulat	ive since st	arting of
Depart	mental		Outside		Depart	mental		Outside	
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
-	-	-	-	-	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 Mar-18 2018	VER LIMITED.						
SI. 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	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
			l					I	

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

Name of Company: Period of Report: Year:	BSES RAJDHANI PO Mar-18 2018	WER LIMITED.						
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaint Within Specified Time	s attended during Beyond specified time	the month 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.	0	-	43304	43304	43304	0	43304	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	753	753	753	0	753	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	7	7	7	0	7	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	14461	14461	14461	0	14461	0
Continuous Schduled Power Outage	0	0	2093	2093	2093	0	2093	0
Replacement of Burnt Meter or Stolen Meter	0	2	2259	2261	2219	40	2259	2

FORMAT IV: Quality of Pov	wer Supply							
Name of Company:	BSES RAJDHANI PO	WER LIMITED.						
Period of Report:	Mar-18							
Year:	2018							
Service Area	Standard	Pending complaint of the	Complaint received during	Total Complaint	Complaint	s attended during t	he month	Balance complaint to be
Service Area	Standard		•	Total Complaint	Within Specified	Beyond specified		
		previous month	the month		Time	time	Total	attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	1111	1111	1111	0	1111	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution	0	0	0	0	0	0	0	0
Line/transformer/ capacitor	U	U	0	U	U	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	0	0	0	0	0	0	0	0

Name of Company: Period of Report: Year:	BSES RAJDHANI PO Mar-18 2018	WER LIMITED.						
					Complaint	s attended during t	the month	_ <u>.</u> .
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	2057	1043	3100	680	41	721	2379
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	1843	1983	3826	1337	53	1390	2436
Complaint lodged for burnt meter	Restoration of supply	824	2507	3331	1895	401	2296	1035
Complaint lodged for stolen meter	with 3hrs and meter	16	28	44	26	3	29	15

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

Name of Company: Period of Report:

Period of Report:	Mar-18							
Year:	2018							
		Pending	Complaint		Complaint	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
New Connection where no RoW or road Cutting permission is required	7 days	4477	17683	22160	10553	1094	11647	10513
New Connection where RoW or road Cutting permission is required	15 days	56	31	87	4	1	5	82
New Connection where no RoW or road Cutting permission is required	7 days	204	209	413	143	1	144	269
New Connection where RoW or road Cutting permission is required	15 days	37	21	58	10	0	10	48
	•	•		•	•			•

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

Name of Company: Period of Report:

Period of Report:	Mar-18							
Year:	2018							
		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		4533	17714	22247	10557	1095	11652	10595
Additional Load		241	230	471	153	1	154	317

Name of Company: Period of Report: Year:	BSES RAJDHANI POV Mar-18 2018	VER 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
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from Commission's approval	19	29	48	21	0	21	27
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: Period of Report: Year:	BSES RAJDHANI POWE Mar-18 2018	R LIMITED.						
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint		s attended during t Beyond Specified Time	the month Total	Balance 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	214	3344	3558	3193	10	3203	355
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	54	615	669	590	1	591	78
Change of Category	As per Regulation 17 (5)	41	395	436	375	11	386	50
Incase connection is denied after receipt of payment against demand note	-	160	329	489	212	168	380	109
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 Mar-18 2018	R LIMITED.						
		Pending	Complaint		Complaint	s attended during t	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
Complaints on billing	Only one bill in a Financial Year	326	225	551	158	21	179	372
Final bill for vacation of premises /	5 days	63	50	113	67	2	69	44
Non payment of dues by the	15 days	16	131	147	122	0	122	25
Request for reconnection	24hrs	345	2027	2372	1333	583	1916	456
Consumer wanting disconnection	5 days	1164	4028	5192	3378	450	3828	1364
1								

lame of Company: Period of Report: Pear:	BSES RAJDHANI POWER LIMITED. Mar-18 2018			
No. of Distribution transformers at he 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)%
7007	10	7017	1	0.014251104
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
	sformers considered>=400 kVA rmers added in the system is considered ag considered	ainst point no. 2	•	·

Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. Mar-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)%
249	0	249	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
	sformers considered>=400 kVA rmers added in the system is considered agair considered	nst point no. 2		

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	Standards of Total Cases Received / Reported (A)		Attended (B)	Standard of Performance Achieve (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.		43304	43304	0	100%		
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		753	753	0	100%		
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		7	7	0	100%		
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		14461	14461	0	100%		
(v)	Continuous scheduled power outages		2093	2093	0	100%		
(vi)	Replacement of burnt meter		2261	2219	40	98.14%		
	Period of Scheduled Outage							
2	Maximum duration in a single stretch		07:20 hr	0	0	0		
3	Restoration of supply by 6:00 PM		2093	2093	0	100%		
3	Faults in street light maintained by the 1353 1344 9 99.33% Reliability Indices							
4								
	SAIDI		0.0416	0	0	0		
	CAIDI		1.181818182	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									
I ONITAL COMPENSION DECLIN									
Name of Company: BSES RAJDHANI POWER LIMITED.									
	Period of Report: Mar-18								
Year:	2018								
. curr	2010								
SI. No.	Event	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 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 of Electricity								
Name of Company:	BSES RAJDHANI POWER LIMITED.							
Period of Report:	Mar-18							
Year:	2018							
	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				
15	22	0	0	0				
0	0	0	0	0				

FORMAT XVI: Theft of Electricity							
Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. Mar-18 2018						
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			
220	174	4	1	3			
0	0	0	0	0			
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