FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-19 Year: 2019

Nun	nber of Acc	idents dur	ing the mo	nth	Cumulat	ive since	Cumulative since starting of		
Depart	mental		Outside		Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
-	-	2	-	1	1	-	13	1	11
-	-	-	-	-	1	1	-	1	1
-	-	-	-	-	1	-	-	-	•
-	1	-	1	1	1	1	1	1	ı
-	-	-	-	-	1	1	-	1	1
-	-	-	1	-	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: BSES RAJDHANI POWER LIMITED.

Tear.		2019							
SI. No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI	Remedies suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	
1	Indira Camp No. 3 Vikas Puri, New Delhi	17.12.2019 & 15:00 HRS (Time of FIR)	Fatal	An intimation was received from Sub-Inspector Mr Vishal Tiwari,PS Vikaspuri that a fatal incident has been occurred at Indira Camp No-03,all the necessary actions have been taken from our end. Yesterday we have not received any complaint on such fatal accident. As per FIR,in police investigation it has been found that a tea shopkeeper had pulled an electric wire from residence to his shop on the main road which was around 70-80 mtrs away. The wire was torned out and was passing through a park where the victim has gone to hang his wet clothes for drying. The wire on which the victim was hanging his clothes came in contact with the electric wire (which was pulled from his residence to shop) and got electrocuted. After received an intimation from Delhi Police a notice given to consumer & disconnected the supply.		NIL	NIL	NIL	NIL
2	Infront of Dada Dev Mandir, Mela Ground Gate No 2, Palam, New Delhi. 110045,	08.12.2019	Non-Fatal	As reported by Divisional Incharge that It has come to his notice on 17.12.2019 from General Public that a person has come in contact of the overhead line on 08.12.2019 in front of Dadadev Mandir, Mela ground Gate No. 2, Palam, New Delhi.	NIL	NIL	NIL	NIL	NIL
3	Roof top of Plot No 75, Kh No. 492, Goyla More, Durga Park, New Delhi 110043.	22.12.2019	Fatal	As described by the residents, an unientified person was teying to steal the material from the premises. At the time of accident, deceased was carrying electrical cable (not the property of BSES) in his hand. After receiving information on 22.12.2019 at 10:20 AM Sh. Dushyant AMC Supervisor and Sh. Mukesh Area Supervisor have been sent to site to put off the feeder and help the police staff. Necessary photographs were taken in the presence of police. As informed by the ressidents the victim was trying to tresspass the roof tops in order to steal the material from the premises and came in contact with charged HT Line of Vardhman Feeder passing nearby, which was tripped on 22.12.2019 at 2:26 AM from sub/stn. Dulli Chand (FSS) and sub/stn. opp. Bohra (SSS) on main Dinpur Road. At 3:20 PM a No current complaint was received on OMS and the staff attended the complaint and restored the complete feeder at around 3:55 AM after checking the line.	NIL	NIL	NIL	NIL	NIL
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.

reur.	2013	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 failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires replacement.	0	-	38372	38372	38372	0	38372	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	6071	6071	6066	5	6071	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	1	1	1	0	1	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	13953	13953	13953	0	13953	0
Continuous Schduled Power Outage	0	0	478	478	478	0	478	0
Replacement of Burnt Meter or Stolen Meter	0	137	2226	2363	2211	151	2362	1

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Service Area	Standard	Pending complaint of the	t of the processived during Total Complaint Complaints attended during the		Complaints attended during the month		Balance complaint to be	
		previous month	the month		Within Specified	Beyond specified		attended
		previous month	the month		Time	time	Total	attenaca
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	956	956	956	0	956	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution	0	0	0	0	0	0	0	
Line/transformer/ capacitor	U	U	U	U	0	U	U	
Installation and Up gradation of High	0	0	0	0	0	0	0	0
Tension/ Low Tension System	U	U	U	U	U	U	U	0

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

					Complaint	s attended during t	the month	_
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	1041	1317	2358	1292	522	1814	544
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	268	1595	1863	1382	233	1615	248
Complaint lodged for burnt meter	Restoration of supply	276	2415	2691	1852	392	2244	447
Complaint lodged for stolen meter	with 3hrs and meter	3	67	70	47	17	64	6
		•			•			•

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

Name of Company: BSES RAJDHANI POWER 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
New Connection where no RoW or road Cutting permission is required	7 days	3043	14100	17143	11911	876	12787	4356
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	74	121	195	93	27	120	75
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.

		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
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		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.

		Pending complaint of the previous month		Total Complaint	Complaint	Balance		
Service Area	Standard				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	5	3	8	3	0	3	5
Projects (Where new network is to be laid or grid station needs to be	Within 12 months from Commission's approval	8	1	9	0	0	0	9

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

Name of Company: BSES RAJDHANI POWER 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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	69	4,281	4,350	4,259	26	4,285	65
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	60	1,302	1,362	1,309	28	1,337	25
IChange of Category	As per Regulation 17 (5)	1,154	592	1,746	488	42	530	1,216
Incase connection is denied after								
receipt of payment against demand note	-	10	285	295	103	155	258	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.

		Pending			Complaint	s attended during t	he month	Balance
Service Area	Standard	complaint of the previous 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
ICOMPIAINTS ON DILLING	Only one bill in a Financial Year	763	314	1,077	422	45	467	610
Final bill for vacation of premises /	5 days	23	65	88	68	2	70	18
Non payment of dues by the	15 days	13	166	179	165	2	167	12
Request for reconnection	24hrs	65	1,303	1,368	1,102	160	1,262	106
Consumer wanting disconnection	5 days	669	4,932	5,601	3,824	1,055	4,879	722

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-19
Year: 2019

	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)%
7358	10	7368	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Note: Only 3 phase transformers considered>=400 kVA

Only New transformers added in the system is considered against point no. 2

Only O&M failure considered

FORMAT 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)%
257	0	257	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.

SI. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance Achieved (C)
				Within Specified	Beyond specified	
				Time	time	
			1. Power Supply Failure			
	Continuous power failure affecting					
	individual consumer and group of					
41)	consumer upto 100 connected at Low		20272	38372	0	100.00%
(i)	voltage supply, excluding the failure		38372			
	where distribution transformer requires					
	replacement.					
	Continuous power failure affecting more					
	than 100 consumers connected at Low					
(ii)	voltage supply excluding the failure		6071	6066	5	99.92%
. ,	where distribution transformer requires					
	replacement.					
	Continuous power supply failure					
(iii)	requiring replacement of distribution		1	1	1	100.00%
` ,	transformer.					
	Continuous power failure affecting					
	consumers connected through High					
(iv)	Voltage Distribution System (HVDS) and		13953	13953	0	100.00%
	not covered under (i) & (ii) above					
(v)	Continuous scheduled power outages		478	478	0	100.00%
(vi)	Replacement of burnt meter		2363	2211	151	93.57%
	Period of Scheduled Outage					
2	Maximum duration in a single stretch		06H:01 M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		1543	1542	1	99.94%
		·	Reliability Indices			
4	SAIFI		0.21	0	0	0
	SAIDI		0.105	0	0	0
	CAIDI		0.5	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.

SI. 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		0	0	0	0	0
(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/ 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.

	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 Appel		Appellate Authority in favor of the	Appellate Authority in the favor of	
182	78	3	0	0	
0	0	0	0	0	

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

	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	
1292	602	3	0	3	
0	0	0	0	0	
	•		•		