

FORMAT I: Fatal and non-fatal accident report									
Name of Company:		BSES RAJDHANI POWER LIMITED.							
Period of Report:		May-19							
Year:		2019							
		Number of Accidents during the month			Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	0	0	1	0	0	2	0	3

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:		May-19							
Year:		2019							
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	H NO. 491 / 7, Block - L, Sangam Vihar, New Delhi. Sh. Rajeev Kumar (Victim)	31.05.2019 at 12:45 AM	Non-Fatal	A complaint has been received regarding 25 kva ,3-ph transformer burnt of L-Blk,7/491 sangam vihar around 12:45 AM on 31.05.2019 at A-block Durga Vihar Complaint Center. The site was visited and it has been found that one 25 kva 3-ph dtr got burnt and oil leaked assumed internal insulation got failed of this transformer and due to same spark generated inside transformer and as a result oil got leaked with pressure through oil filling nut and due to this oil leakage, one person got small burn on his hand & back as oil came out of transformer with high intensity and spread over area of 10- 15 feet. The injured person has hospitalized and given first aid treatment and now discharged from hospital and currently in well condition. A complaint has been made to SHO PS Tigri on dated 31.05.2019 in this regard and also the accident has been reported to Electrical Inspector on dated 31.05.2019.	NIL	NIL	NIL	NIL	NIL

FORMAT III: Action taken report for safety measures complied for the accidents occurred									
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Name of Company: BSES RAJDHANI POWER LIMITED. Period of Report: May-19 Year: 2019								
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.		-	95884	95884	95884	0	95884	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			21106	21106	21094	12	21106	0
Continuous power supply failure requiring replacement of distribution transformer.			0	0	0	0	0	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			37405	37405	37405	0	37405	0
Continuous Scheduled Power Outage			894	894	894	0	894	0
Replacement of Burnt Meter or Stolen Meter		154	3408	3562	3187	257	3444	118

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED. Period of Report: May-19 Year: 2019								
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	4664	4664	4664	0	4664	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: May-19 Year: 2019								
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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	539	1,188	1,727	1,017	101	1,118	609
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	600	2,503	3,103	1,991	523	2,514	589
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	547	3,669	4,216	2,801	776	3,577	639
Complaint lodged for stolen meter		17	52	69	56	1	57	12

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: May-19
Year: 2019

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	5,301	14,672	19,973	10,929	2,272	13,201	6,772
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	150	342	492	238	38	276	216
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: May-19
Year: 2019

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		5301	14672	19973	10929	2272	13201	6772
Additional Load		150	342	492	238	38	276	216

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: May-19
Year: 2019

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	4	12	16	13	0	13	3
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	1	1	1	0	1	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: May-19
Year: 2019

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	174	4,126	4,300	4,100	43	4,143	157
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	307	3,486	3,793	3,549	54	3,603	190
Change of Category	As per Regulation 17 (5)	199	1,121	1,320	752	86	838	482
Incase connection is denied after receipt of payment against demand note	-	15	244	259	74	185	259	0
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: May-19
Year: 2019

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	715	984	1,699	664	39	703	996
Final bill for vacation of premises	5 days	18	125	143	109	1	110	33
Non payment of dues by the	15 days	6	108	114	109	0	109	5
Request for reconnection	24hrs	87	1,099	1,186	887	221	1,108	78
Consumer wanting disconnection	5 days	873	4,132	5,005	3,284	1,016	4,300	705

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: May-19
Year: 2019

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)%
7262	18	7280	2	2.75%

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. Period of Report: May-19 Year: 2019				
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)%
253	0	253	0	0.0%

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company: BSES RAJDHANI POWER LIMITED. Period of Report: May-19 Year: 2019						
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	
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.		95884	95884	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.		21106	21094	12	99.94%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	0%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		37405	37405	0	100.00%
(v)	Continuous scheduled power outages		894	894	0	100.00%
(vi)	Replacement of burnt meter		3562	3187	257	89.47%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		06H:21M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		3396	3395	1	99.97%
Reliability Indices						
4	SAIFI		0.56			
	SAIDI		0.28			

	CAIDI		0.50			
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:		May-19					
Year:		2019					
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					
(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:		May-19		
Year:		2019		
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
685	453	0	0	0

FORMAT XVI: Theft of Electricity				
Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		May-19		
Year:		2019		
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
797	421	5	1	4

