FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Nov-19 Year: 2019

Nun	nber of Acc	cidents dur	ing the mo	nth	Cumulative since		Cumulative since starting of			
Depart	mental		Outside		Depart	mental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH	
-	-	2	-	2	1	-	11	-	10	
-	-	1	1	-	1	1	-	-	-	
-	1	-	-	-	ı	-	-	-	•	
-	1	ı	ı	•	ı	ı	ı	ı	ı	
-	-	1	1	-	1	1	1	1	-	
-	-	1	1	-	1	1	1	1	-	
-	-	-	1	-	ı	-	-	-	-	
-	-	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.

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	•
1	H. No. 120, IGNOU Road, Neb Sarai, New Delhi	08.11.2019 at 16:48 Hrs	Fatal	N.A.	NIL	NIL	NIL	NIL	NIL
2	BSES HT Pole (BSES SVR FF 61) Infront of H. No. 631-A-1 Block, Madanpur Khadar, JJ Colony, New Delhi	10.11.2019 at about 06:15 PM	Non-Fatal	On 10.11.2019 at approx. 06:30 PM a complaint bearing No. 19111001091 was received regarding fire on pole. Lineman, Sh. Brij Lal visited the site and on reaching the site people told that Sh. Jitendra was doing some work in his roof top with iron rod and some how touched DD part of HVDS transformer installation with that iron rod and suuply immediately tripped from local RMU. After the accident victim was taken to hospital as told by neighbours.	NIL	NIL	NIL	NIL	NIL
3	K-II, 698, Sangam Vihar, New Delhi.	24.11.2019 at 9:00 AM	Fatal	As per Victim's neighbour, victim was cleaning the waste water drainage pipe through a long iron rod on top of the house, the top of rod touched to our 11 KV DDL Set of HVDS DTR due to victim's negligency and he got electocuted. After that neighbour took him to the Batra Hospital and doctor declared him brought dead. The iron rod has been preserved under police custody.	NIL	NIL	NIL	NIL	NIL
4	h.No H-17, H Block, Sangam Vihar, New Delhi.	29.11.2019 at 8:00 PM	Non-Fatal	A non-fatal accident was occurred on dated 29.11.2019 at 8:00 PM at H.No H-17, Sangam Vihar, New Delhi. The unauthorised construction work was in progress . Sh. Mukesh victim 28 years old working under Sh. Ram Babu (Vendor) site of Sh. Guddu Hareeash (Landlord) wascarryig out the work of slab reenforcement steel binding, the binding wire touched the HVDS system. Because there was no clear space between pole and lenter, supply was tripped.		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

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

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	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	-	28736	28736	28736	0	28736	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	4806	4806	4803	2	4806	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	1	1	1	1	1	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	10957	10957	10957	0	10957	0
Continuous Schduled Power Outage	0	0	34	34	34	0	34	0
Replacement of Burnt Meter or Stolen Meter	0	132	1875	2007	1719	151	1870	137

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Service Area	Standard	Pending complaint of the	Complaint received during	Total Complaint		s attended during	the month	Balance complaint to be
		previous month	the month		-		Tatal	attended
		ļ ·			Time	time	Total	
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	719	719	719	0	719	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								
Installation and Up gradation of High	0	0	0				0	
Tension/ Low Tension System	U	0	U		0	U	U	U

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

			_		Complaint	s attended during t	he month	Balance
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	2169	1680	3849	1774	1100	2874	975
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	333	1446	1779	1220	312	1532	247
Complaint lodged for burnt meter	Restoration of supply	367	2057	2424	1664	484	2148	276
Complaint lodged for stolen meter	with 3hrs and meter	8	27	35	24	8	32	3
		•	•		•	'		•

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	ts 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	5814	12871	18685	5520	3358	8878	9807
New Connection where RoW or road Cutting permission is required	15 days	1	0	1	0	0	0	1
New Connection where no RoW or road Cutting permission is required	7 days	143	94	237	53	34	87	150
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	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
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		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	5	3	8	3	0	3	5
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	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	66	3,568	3,634	3,544	34	3,578	56
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	41	1,339	1,380	1,304	17	1,321	59
	As per Regulation 17 (5)	1,426	580	2,006	503	71	574	1,432
Incase connection is denied after receipt of payment against demand note	-	8	321	329	137	192	329	0
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: BSES RAJDHANI POWER LIMITED.

		Pending	Complaint		Complaint	s attended during th	ne 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
Complaints on billing	Only one bill in a Financial Year	576	403	979	412	40	452	527
Final bill for vacation of premises /	5 days	44	107	151	107	3	110	41
Non payment of dues by the	15 days	12	134	146	133	0	133	13
Request for reconnection	24hrs	113	706	819	471	212	683	136
Consumer wanting disconnection	5 days	884	3,706	4,590	2,771	798	3,569	1,021

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Nov-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)%
7348	10	7358	1	1.36%
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.

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			28736	0			
(1)	consumer upto 100 connected at Low		20726			100.00%		
(i)	voltage supply, excluding the failure		28736					
	where distribution transformer requires							
	replacement.							
	Continuous power failure affecting more							
	than 100 consumers connected at Low							
(ii)	voltage supply excluding the failure		4806	4803	3	99.94%		
	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		10957	10957	0	100.00%		
	not covered under (i) & (ii) above							
(v)	Continuous scheduled power outages		34	34	0	100.00%		
(vi)	Replacement of burnt meter		2007	1719	151	85.65%		
	Period of Scheduled Outage							
2	Maximum duration in a single stretch		05H:16 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		1365	1365	0	100.00%		
			Reliability Indices					
4	SAIFI		0.2	0	0	0		
	SAIDI		0.112	0	0	0		
	CAIDI		0.56	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		Clai	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	1.5% of the demand charges deposited	0	0	0	0	0	
(iii)	Un-electrified 1	L% of the amount deposited by	0	0	0	0	0	
(iv)	Connection denied 1	1.5% of the demand charges deposited	0	0	0	0	0	
(v)	Connection energized F	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 F	Rs. 100 for each day of default	0	0	0	0	0	
4	Notice for downward F	Rs. 500 for each case	0	0	0	0	0	
5	Change of category F	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 F	Rs.50 for each day of default	0	0	0	0	0	
8	Fault in street F	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 Appellate	Appellate Authority in favor of the	Appellate Authority in the favor of	
91	55	1	20	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	
1311	462	2	0	2	
0	0	0	0	0	
	•		•		