FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-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 |
| - | - | 1 | 1 | 1 | 1 | - | 9 | - | 8 |
| - | - | - | - | - | - | - | - | 1 | 1 |
| - | - | - | - | - | - | - | - | 1 | - |
| - | 1 | 1 | 1 | • | ı | - | ı | 1 | ı |
| - | - | - | - | - | 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.

| 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 | I-Block, Gali No.3, H.No. 179, Sangam Vihar, New Delhi. | 06.10.2019 at 15:57 Hrs. | Non-Fatal | A non-fatal accident happened on dated 06.10.2019 at around 4:00 PM at I-Block, Gali No.3, H.No. 179, Sangam Vihar, New Delhi. A boy named Aryan S/o Sh. Rajveer Rana got electric shock, when he came in contact with live part of HVDS Transformer through iron pipe while playing and got flashes on his hand & taken to hospital by family members. As per family members, the condition of boy is out of danger. Due to this incident, tripping happened and on area complaint supply had restored and thereafter a complaint came of respective pole via complaint no. 19100601065 where DD fuse of this pole found blown off, then our staff came to know about this accident. | NIL | NIL | NIL | NIL | NIL |
| 2 | Pole BSES SVR P667 & Premise H.No. D-40, near Raeha Krishna Mandir, Jaitpur Extn., Part-I, Badarpur, New Delhi. | 27.10.2019 at 11:30 AM | Fatal | On 27th October at about 12:15 PM, a call was received from Flood & Irrigation Department Officer Sh. Jeesha that a fatal human electric accident has occurred in Gyan Mandir Area. Immediately, a team (Pradeep L/M, Ram Prashad, ALM) was sent to the site, where they found that the accident had occurred about 1 hour back as reported by public there. The person was installing decorative lights on his premise. As per the site condition, our network is not easily accessible from the premise and there was no tripping in our system. The actual cause of death is not not clear so far. | 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 |
| 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.

| Teur. | 2013 | Pending | Complaint | | Complaint | s attended during t | 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 | - | 39009 | 39009 | 39009 | 0 | 39009 | 0 |
| Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | 0 | 0 | 8060 | 8060 | 8058 | 2 | 8060 | 0 |
| Continuous power supply failure requiring replacement of distribution transformer. | 0 | 0 | 2 | 2 | 2 | 0 | 2 | 0 |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) | 0 | 0 | 16551 | 16551 | 16551 | 0 | 16551 | 0 |
| Continuous Schduled Power Outage | 0 | 0 | 457 | 457 | 457 | 0 | 457 | 0 |
| Replacement of Burnt Meter or Stolen Meter | 0 | 359 | 2394 | 2753 | 2230 | 391 | 2621 | 132 |

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | Total Complaint | | s attended during t Beyond specified time | he month | Balance complaint to be attended |
|---|----------|---|-------------------------------------|-----------------|------|---|----------|--|
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 | 9=5-8 |
| Local Problem | 4 hours | 0 | 1016 | 1016 | 1016 | 0 | 1016 | 0 |
| Tap setting of transformer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Repair of Distribution Line/transformer/ capacitor | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Installation and Up gradation of High Tension/ Low Tension System | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

| | | | _ | | Complaint | s attended during t | he 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 | 1822 | 3375 | 5197 | 2194 | 866 | 3060 | 2137 |
| 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 | 371 | 1438 | 1809 | 1167 | 322 | 1489 | 320 |
| Complaint lodged for burnt meter | Restoration of supply | 535 | 2614 | 3149 | 2245 | 537 | 2782 | 367 |
| Complaint lodged for stolen meter | with 3hrs and meter | 8 | 33 | 41 | 30 | 3 | 33 | 8 |
| | | | | | • | · ' | | |

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 | 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 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 4078 | 15919 | 19997 | 13392 | 1304 | 14696 | 5301 |
| 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 | 97 | 129 | 226 | 91 | 50 | 141 | 85 |
| 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.

| Service Area | | Pending | Complaint | | Complaint | s attended during t | he 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 |
| 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 | 0 | 17 | 17 | 3 | 0 | 3 | 14 |
| Projects (Where new network is to be laid or grid station needs to be | 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: 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 |
| Transfer of Name | Within two billing cycles of acceptance of application or clearing of dues whichever is later | 85 | 3,587 | 3,672 | 3,588 | 33 | 3,621 | 51 |
| Load Reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 73 | 1,253 | 1,326 | 1,231 | 36 | 1,267 | 59 |
| Change of Category | As per Regulation 17 (5) | 1,478 | 552 | 2,030 | 500 | 24 | 524 | 1,506 |
| Incase connection is denied after receipt of payment against demand note | - | 36 | 321 | 357 | 108 | 221 | 329 | 28 |
| 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 | | 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 | 925 | 441 | 1,366 | 525 | 45 | 570 | 796 |
| Final bill for vacation of premises / | 5 days | 28 | 65 | 93 | 61 | 4 | 65 | 28 |
| Non payment of dues by the | 15 days | 14 | 184 | 198 | 185 | 0 | 185 | 13 |
| Request for reconnection | 24hrs | 80 | 883 | 963 | 760 | 127 | 887 | 76 |
| Consumer wanting disconnection | 5 days | 692 | 4,664 | 5,356 | 3,489 | 1,304 | 4,793 | 563 |
| | | | • | _ | | | · | |

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-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)% |
| 7338 | 10 | 7348 | 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 | · | | % Failure rate of power transformers |
|---|--|-------|---|--------------------------------------|
| 1 | 2 | 3=1+2 | 4 | 5=(4)*100/(3)% |
| 256 | 1 | 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 | | 39009 | 39009 | 0 | 100.00% |
| (i) | voltage supply, excluding the failure | | | | | |
| | where distribution transformer requires | | | | | |
| | replacement. | | | | | |
| | Continuous power failure affecting more | | | | | |
| | than 100 consumers connected at Low | | | | | |
| (ii) | voltage supply excluding the failure | | 8060 | 8060 | 2 | 99.98% |
| . , | where distribution transformer requires | | | | | |
| | replacement. | | | | | |
| | Continuous power supply failure | | | | | |
| (iii) | requiring replacement of distribution | | 2 | 2 | 0 | 100.00% |
| ` ' | transformer. | | | | | |
| | Continuous power failure affecting | | | | | |
| | consumers connected through High | | | | | |
| (iv) | Voltage Distribution System (HVDS) and | | 16551 | 16551 | 0 | 100.00% |
| | not covered under (i) & (ii) above | | | | | |
| (v) | Continuous scheduled power outages | | 457 | 457 | 0 | 100.00% |
| (vi) | Replacement of burnt meter | | 2753 | 2230 | 391 | 81.00% |
| . , | Period of Scheduled Outage | | | | | |
| 2 | Maximum duration in a single stretch | | 07H:34 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 | | 2175 | 2175 | 0 | 100.00% |
| | | | Reliability Indices | | | |
| 4 | SAIFI | | 0.21 | 0 | 0 | 0 |
| | SAIDI | | 0.11 | 0 | 0 | 0 |
| | CAIDI | | 0.52 | 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 Appellate | Appellate Authority in favor of the | Appellate Authority in the favor of | |
| 33 | 52 | 4 | 3 | 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 | |
| 1220 | 467 | 2 | 0 | 2 | |
| 0 | 0 | 0 | 0 | 0 | |
| | | | | | |