ORMAT I: Fatal and non-fatal accident report

BSES RAJDHANI POWER LIMITED.

Dec-18 2018

Name of Company: Period of Report: Year:

	Number of Accidents during the month		Jents during the month	Cumulative since starting of year		Cumulative since starting of year		r	
	Departmental			Outside	Departme	ntal	(Outside	
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	0	0	1	3	1	8	2	13

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. Dec-18

Period of Report: Year: 2018

Remedies suggested by CEI/EI/AEI in Action taken to Location of accident and Whether the remedy avoid recurrence Amount paid as Findings of CEI/EI /AEI of such accidents compensation SI. No. details of victim Type of accident Cause of accident suggested is complied Date of occurrence various cases As per neighbours children were playing at the roof of premise 12 / 236, Gali No. 7, Sangam Vihar, Delhi. They stated that sound of flash heard & victim is a 11 year old boy namely Md. Hussain got flash on his hand and takean to Safdarjung Hospital by I-2 / 236, Gali No. 7, 15.12.2018 at 8:30 NIL NIL NIL NIL NIL Non-Fatal Sangam Vihar, Delhi. PM

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

Name of Company: Period of Report: BSES RAJDHANI POWER LIMITED.

Dec-18 Year: 2018

Complaints attended during the month Pending complaint of the previous month Balance omplaint to be Complaint received during the month Service Area Total Complaint Within Specified Standard Beyond specified time Total Time 5=3+4 8=6+7 Continuous power failure affecting individual consumer and group of consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires 37256 37256 37256 0 37256 0 replacement.
Continuous power failure
affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution 8761 8761 8761 0 8761 0 transformer requires replacement.

Continuous power supply failure requiring replacement of distribution transformer.		1	1	1	0	1	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)		14250	14250	14250	0	14250	0
Continuous Schduled Power Outage		1765	1765	1765	0	1765	0
Replacement of Burnt Meter or Stolen Meter	94	2432	2526	2273	140	2413	113

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Year: Dec-18 2018

Pending complaint of the previous month Balance Complaints attended during the month Service Area Standard Complaint received during the month Total Complaint omplaint to be Within Specified attended Time 5=3+4 1246 8=6+7 1246 9=5-8 0 Local Problem
Tap setting of transformer
Repair of Distribution 1246 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: Year: Dec-18 2018

					Complaints attended during the month		inth	
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	1558	907	2465	886	463	1349	1116
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	1202	3264	4466	3076	231	3307	1159
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	443	2740	3183	2118	622	2740	443
Complaint lodged for stolen meter	to be replaced within 3days.	10	39	49	39	0	39	10

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

BSES RAIDHANI POWER LIMITED. Dec-18 2018

Name of Company: Period of Report: Year:

Complaints attended during the month Pending complaint of the previous month Balance omplaint to be Total Complaint Complaint received during the month With in Specified Beyond Specified Total attended 1 New Connection where no RoW or road Cutting permission is 5=3+4 8=6+7 9=5-8 5,881 14,581 3,179 required New Connection where RoW or road Cutting permission is required

New Connection where no RoW 15 days 1 0 1 0 0 0 1 or road Cutting permission is 144 7 days 138 282 90 39 129 153 required

New Connection where RoW or road Cutting permission is required 15 days 0 0 0 0 0 0

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

BSES RAJDHANI POWER LIMITED. Name of Company:

Period of Report: Year:	Dec-18 2018							
		Pending			Com	plaints attended during the m	onth	Balance
Service Area	Standard	complaint of the previous month	complaint of the Complaint 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							
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		5882	14581	20463	8380	3179	11559	8904
Additional Load		138	144	282	90	39	129	153

FORMAT VIII: Connection in un-electrified areas

Name of Company: Period of Report: Year: BSES RAIDHANI POWER LIMITED. Dec-18 2018

		Pending complaint of the previous month		Total Complaint	Con	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
(Where connection from nearby	Within 4 months from Commission's approval	10	14	24	16	0	16	8
to be laid or grid station needs to	Within 12 months from Commission's approval							

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

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

		Pending			Con	plaints attended during the mo	onth	Balance	
Service Area	Standard	complaint of the previous month	Complaint 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	
	Within two billing cycles of acceptance of application or clearing of dues whichever is later. Within ten days of	163	3,949	4,112	3,952	36	3,988	124	
Load Reduction	acceptance of application, shall be effective from next billing cycle	302	2,594	2,896	2,522	100	2,622	274	
Change of Category	As per Regulation 17 (5)	72	486	558	459	30	489	69	
Incase connection is denied after receipt of payment against demand note	-	18	209	227	52	116	168	59	
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.

BSES RAJDHANI POWER LIMITED.

Dec-18 2018

Name of Company: Period of Report: Year:

		Pending			Cor	nplaints attended during the mo	onth	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
	Only one bill in a Financial Year	522	391	913	486	42	528	385
Final bill for vacation of premises	5 days	39	128	167	134	4	138	29
Non payment of dues by the	15 days	10	179	189	177	0	177	12
Request for reconnection	24hrs	135	1,302	1,437	984	314	1,298	139
Consumer wanting disconnection	5 days	1,018	4,527	5,545	3,849	955	4,804	741

FORMAT XI: Failure of Distribution Transforme

Name of Company: Period of Report: Year: BSES RAJDHANI POWER LIMITED. Dec-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)%
7122	20	7142	1	1%

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: Period of Report: Year: BSES RAJDHANI POWER LIMITED. Dec-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)%
251	0	251	0	0%

FORMAT XIII: Summary of Overall Standards of Performance.

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

SI. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Comp	laints Attended (B)	Standard of Performance Achieved (C)				
				Within Specified Time	Beyond specified time					
1. Power Supply Fallure										
(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.		37256	37256	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.		8761	8761	0	100.00%				

	Continuous power supply failure requiring replacement of distribution transformer.	1	1	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	14250	14250	0	100%
(v)	Continuous scheduled power outages	1765	1765	0	100.00%
(vi)	Replacement of burnt meter	2526	2273	140	89.98%
		Period of Scheduled Outage	•		
2	Maximum duration in a single stretch	07H:38M			
	Restoration of supply by 6:00 PM	ALL			
3	Faults in street light maintained by the licensee	1362	1360	0	99.85%
		Reliability Indices			
4	SAIFI	0.0946			
	SAIDI	0.0668			
	CAIDI	0.71			
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

BSES RAJDHANI POWER LIMITED. Dec-18 2018

Name of Company: Period of Report: Year:

SI. No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
31. NO.	event	Compensation specined for violation of standard	No. of Cases	Amount Claimed	No. of cases in which compensation is pavable	Amount of compensation pavable 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 subject to maximum of the					
(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: Period of Report: Year: BSES RAJDHANI POWER LIMITED. Dec-18 2018

	No. of Cases where UUE is established		No. of cases decided by the Appellate Authority	No. of cases decided by the	
No. of Cases Booked	by the Licensee	No. of cases where appeal filed by the consumer before the Appellate Authority	in favor of the Licensee	Appellate Authority in the favor of	
181	166	2	1	0	

FORMAT XVI: Theft of Electricity

BSES RAJDHANI POWER LIMITED. Dec-18 2018

Name of Company: Period of Report: Year:

No. of complaints filed by the Licensee			No. of cases decided by the Special Court in	No. of cases decided by the Special	
No. of Cases Booked	in Police Station	No. of cases in which judgement delivered by the Special Court	favor of Licensee	Court in favor of Consumer	
803	480	2	0	2	