

Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			7322	7322	7319	3	7322	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)			16163	16163	16163	0	16163	0
Continuous Scheduled Power Outage			1415	1415	1415	0	1415	0
Replacement of Burnt Meter or Stolen Meter		1	2776	2777	2738	38	2776	1

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-20
 Year: 2020

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	1101	1101	1101	0	1101	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: Jan-20
 Year: 2020

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	548	2,134	2682	1,426	200	1626	1056
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	254	1,515	1769	1,230	290	1520	249
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	449	2,817	3266	2,263	734	2997	269
Complaint lodged for stolen meter		6	41	47	34	6	40	7

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: Jan-20
 Year: 2020

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	3,257	14,069	17326	11,853	936	12789	4537
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	205	279	171	21	192	87
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: Jan-20
 Year: 2020

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		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.
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 Year: 2020

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	1	1	2	2	0	2	0
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	2	2	2	0	2	0

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-20
 Year: 2020

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	68	4,488	4,556	4,449	16	4,465	91
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	25	1,679	1,704	1,594	32	1,626	78
Change of Category	As per Regulation 17 (5)	897	732	1,629	506	55	561	1,068
Incase connection is denied after receipt of payment against demand note	-	143	386	529	187	342	529	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: Jan-20
 Year: 2020

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	580	437	1,017	364	24	388	629
Final bill for vacation of	5 days	17	56	73	59	2	61	12
Non payment of dues by the	15 days	8	167	175	145	1	146	29
Request for reconnection	24hrs	105	1,493	1,598	1,448	217	1,665	-67
Consumer wanting	5 days	722	4,976	5,698	4,076	1,146	5,222	476

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-20
 Year: 2020

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)%
7368	15	7383	1	1.35%

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: Jan-20
 Year: 2020

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%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-20
 Year: 2020

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.		43346	43346	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.		7322	7319	3	99.96%
(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		16163	16163	0	100.00%
(v)	Continuous scheduled power outages		1415	1415	0	100.00%
(vi)	Replacement of burnt meter		2777	2738	38	98.60%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		06H:53 M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the		2466	2465	1	99.96%
Reliability Indices						
4	SAIFI		0.175			
	SAIDI		0.101			
	CAIDI		0.577			
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:		Jan-20				
Year:		2020				
Sl. No.	Event	Compensation specified for violation of	Claimed		Payable/Paid	
			No. of Cases	Amount Claimed	No. of cases in which compensation is payable	Amount of compensation payable 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				
(iii)	Un-electrified	1% of the amount deposited by				

(iv)	Connection denied	1.5% of the demand charges deposited by				
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract				
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: Jan-20
 Year: 2020

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
206	191	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-20
 Year: 2020

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
1242	590	1	0	1