

**FORMAT I: Fatal and non-fatal accident report**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

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
0	1	0	0	0	0	3	2	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.  
 Period of Report: Jun-21  
 Year: 2021

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
1	HT Pole Nanda Enclave, Khera Road, New Delhi.	19.06.2021 at 4:45 PM	Non-Fatal	A non-fatal accident occurred at HT Pole Nanda Enclave, Khera Road, New Delhi. While attending NCC, the supply had been put off inadvertently from wrong RMU and supply of 1 Phase 25 KVA HVDS DT where fuse blown occurred had not been disconnected. Further, Sh. Vinod, Lineman AMC (M/S A. P. Associates) was going for discharging and earthing without confirming that supply was off or not and Sh. Vinod got electric flash on his right hand and got minor injury on his left eye. First Aid given in RTRM Hospital Jaffarpur and eye treatment given in Indus Valley Hospital Najafgarh.	N.A.	N.A.	N.A.	N.A.

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

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					Within Specified Time	Beyond specified time	Total
1	2	3	4	5=3+4	6	7	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 replacement.		-	39380	39380	39380	0	39380

Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			582	582	582	0	582
Continuous power supply failure			0	0	0	0	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			12288	12288	12288	0	12288
Continuous Scheduled Power Outage			487	487	487	0	487
Replacement of Burnt Meter or Stolen Meter		2	581	583	495	34	529

**FORMAT IV: Quality of Power Supply**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Jun-21  
Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					Within Specified Time	Beyond specified time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Local Problem	4 hours	0	854	854	854	0	854
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: Jun-21  
Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	507	407	914	250	232	482
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0
Complaint lodged for defective / meter	Within fifteen days	29	136	165	24	38	62
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	306	1,236	1542	348	281	629
Complaint lodged for stolen meter		3	5	8	3	2	5

**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: Jun-21  
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
New Connection where no RoW or road Cutting permission is required	7 days	3,219	2,401	5620	408	444	852
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0
New Connection where no RoW or road Cutting permission is required	7 days	102	54	156	36	2	38
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.

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
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
Additional Load		0	0	0	0	0	0

**FORMAT VIII: Connection in un-electrified areas**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from Commission's approval	0	0	0	0	0	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	1	0	1	0	1	1

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

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	371	124	495	74	51	125
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	143	166	309	135	9	144
Change of Category	As per Regulation 17 (5)	297	48	345	30	7	37
Incase connection is denied after receipt of payment against demand note	-	22	192	214	3	46	49
Connection energized through Loop	As per Regulation 11	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

**FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.**

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jun-21  
 Year: 2021

Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month		
					With in Specified Time	Beyond Specified Time	Total
1	2	3	4	5=3+4	6	7	8=6+7
Complaints on billing	Only one bill in a Financial Year	640	275	915	164	304	468
Final bill for vacation of premises	5 days	182	204	386	94	131	225
Non payment of dues by the	15 days	13	2	15	2	0	2
Request for reconnection	24hrs	40	123	163	35	24	59
Consumer wanting disconnection	5 days	162	1,368	1,530	515	210	725

**FORMAT XI: Failure of Distribution Transformer**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

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 transformers
1	2	3=1+2	4	5=(4)*100/3
7712	6	7718	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 XII: Failure of Power Transformer**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

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 transformers
1	2	3=1+2	4	5=(4)*100/3
264	0	264	0	0.0

**FORMAT XIII: Summary of Overall Standards of Performance.**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance (C)
				Within Specified Time	Beyond specified time	
<b>1. Power Supply Failure</b>						
(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.		39380	39380	0	100.0
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		582	582	0	100.0
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100.0
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		12288	12288	0	100.0
(v)	Continuous scheduled power outages		487	487	0	100.0
(vi)	Replacement of burnt meter		583	495	34	84.9
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		7H:36M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1974	1968	6	99.7
<b>Reliability Indices</b>						
4	SAIFI		0.700			
	SAIDI		0.360			
	CAIDI		0.514			
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: Jun-21  
Year: 2021

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.)
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 amount paid as per				
(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: Jun-21  
 Year: 2021

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 favor of the Consumer
33	1	0	0	0

**FORMAT XVI: Theft of Electricity**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jun-21  
 Year: 2021

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
818	166	0	0	0

<b>NFH</b>
4

<b>Amount paid as compensation</b>
N.A.
<b>Balance complaint to be attended</b>
9
0



0
0
0
0
54

<b>Balance complaint to be attended</b>
9=5-8
0

<b>Balance complaint to be attended</b>
9=5-8
432
0
103
913
3

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<b>Balance complaint to be attended</b>
<b>9=5-8</b>
4768
0
118
0

<b>Balance complaint to be attended</b>
<b>9=5-8</b>
0
0

<b>Balance complaint to be attended</b>
<b>9=5-8</b>
0
0

<b>Balance complaint to be attended</b>
<b>9=5-8</b>
370
165
308
165
0
0

<b>Balance complaint to be attended</b>
9=5-8
447
161
13
104
805

<b>of distribution rivers</b>
00/(3)%
0%

<b>te of power rivers</b>
00/(3)%
0%

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Performance Achieved )
00%
00%
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11%
0%
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)
)
<b>Amount of compensation paid in (Rs.)</b>


<b>Decided by the</b>
<b>Special Committee in the favor of</b>
)

<b>Decided by the Special</b>
<b>Committee of Consumer</b>
)