FORMAT I: Fatal and non-fatal accident report

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Mar-20

Year: 2020

		N	umber of Accident	s during the month	Cumulative since	starting of year	Cumulative si	nce starting of ye	ar	
	Departmental			Outside	Departm	ental	C	Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH	
0	0	1	0	1	1	0	3	0	2	

FH- Fatal Human NFH- Non Fatal Human FA- Fatal Animal

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Mar-20 Year: 2020

Sl. No.	Location of accident and details of victim	Date of occurrence	Type of accident	Cause of accident	Findings of CEI/EI	Remedies suggested by CEI/EI/AEI in various cases	Whether the remedy suggested is complied	Action taken to avoid recurrence of such accidents	Amount paid as compensation
1	At Pole No. JFP A979, Z- Block, Gopal Nagar, New Delhi.	14.03.2020 at 10:50 AM	Fatal	At 10:58 AM complaint received by TO Sh. Harvinder (Complaint No. 20031500559)from Call Centre and at 11:17 AM (Complaint No. 20031500607) PCR Complaint, both complaints were about execution of one person at Pole No. JFP A 979 due to touch at HT Network during construction work at RZ22 Z-Block, Gopal Nagar. During site visit by staff members, it was found that the person died during construction activity near HVDS network, wherein the pole No. JFP A 979 was encroached by the building owner to build balconhy for his under construction house and as the pole was at safer distance from the ownership of the building but due to building extension for first floor the pole was also encroached by the building owner and the HT circuit live on the pole was also encroached by the building owner. At the time of electrocution, the worker was trying to provide covering for the under construction pillar for first floor and during the same he got exposed to HT network and got electrocuted. Lineman Sh. Sita Ram visited the site and and at the time of site visit, local RMU was tripped and also G.O. Switch was in isolated position. The area was normalized at 14:55 Hrs. as mob gathered near the site was cleared and it was safe to normalize the network.	NIL	NIL	NIL	NIL	NIL
2	G=557 /7, Ali Vihar, New Delhi.	21.03.2020 at about 09:00 PM	Non-Fatal	The information gathered from site reveals that Sh Rohan was playing Bandminton in his balcony when he accidently touched Lightening Arrestor of the HVDS DT. In the process he got electric shock. The HT line got tripped from the RMU. He was taken to nearby hospital for treatment. Presently he is in Good healthy condition.	NIL	NIL	NIL	NIL	NIL

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Mar-20 2020

reur.	2020	Pending			Com	plaints attended during the m	onth	Balance
Service Area	Standard		Complaint 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.			29853	29853	29838	15	29853	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			16752	16752	16750	2	16752	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)			16152	16152	16152	0	16152	0
Continuous Schduled Power Outage			1199	1199	1199	0	1199	0
Replacement of Burnt Meter or Stolen Meter		63	1528	1591	1150	26	1176	352

FORMAT IV: Quality of Power Supply

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Mar-20 2020 Year:

		Pending		Con	Balance			
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
_					Specified Time	beyond specified time		
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem	4 hours	0	1249	1249	1249	0	1249	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: Mar-20 Year: 2020

		Pending			Com	plaints attended during the m	onth	B-1
Service Area	Standard		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	1,354	1,286	2640	1,757	331	2088	552
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	327	856	1183	745	219	964	219
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	330	1,738	2068	1,180	395	1575	493
Complaint lodged for stolen meter	to be replaced within 3days.	6	14	20	13	5	18	2

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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Mar-20 Year: 2020

		Pending			Cor	nplaints attended during the m	onth	Balance
Service Area	Standard	_	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
New Connection where no RoW or road Cutting permission is required	7 days	3,549	10,408	13957	10,086	401	10487	3470
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	87	109	196	75	13	88	108
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: Mar-20 Year: 2020

	Pending				Cor	Balance		
Service Area		0	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 Additional Load		0	0	0	0	0	0	0
Auditional Load		U	<u>U</u>	U	U	U	U	U

FORMAT VIII: Connection in un-electrified areas

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Mar-20 2020

		Pending			Complaints attended during the month			Balance
Service Area		•	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
(Where connection from nearby	Within 4 months from Commission's approval	1	1	2	2	0	2	0
Field Projects (Where new network is to be laid or grid	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.

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Mar-20 Year: 2020

		Pending		Con	Balance			
Service Area	Standard		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

Transfer of Name	Within two billing cycles of acceptance of	103	2,601	2,704	2,612	18	2,630	74
Transfer of Name	application or clearing of dues whichever is later	103	2,002	27. 5.	_,	_	2,030	74
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	73	995	1,068	972	11	983	85
Change of Category	As per Regulation 17 (5)	527	420	947	339	21	360	587
Incase connection is denied after receipt of payment against demand note	-	23	325	348	104	244	348	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: Mar-20 Year: 2020

	Standard com	Pending complaint of the previous month		Complaints attended during the month			Balance	
Service Area			T	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	472	229	701	239	24	263	438
Final bill for vacation of	5 days	30	50	80	52	0	52	28
Non payment of dues by the	15 days	10	78	88	78	4	82	6
Request for reconnection	24hrs	95	1,486	1,581	1,316	171	1,487	94
Consumer wanting	5 days	798	3,483	4,281	2,780	966	3,746	535

FORMAT XI: Failure of Distribution Transformer

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Mar-20 Year: 2020

No. of Distribution transformers added at the beginning of the month during the month		Total number of distribution transformers		% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
7398	5	7403	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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Mar-20 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.

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Year: Mar-20 2020

				1		1
SI. 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.		29853	29838	15	99.50%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		16752	16750	2	99.99%
(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		16152	16152	0	100.00%
(v)	Continuous scheduled power outages		1199	1199	0	100.00%
(vi)	Replacement of burnt meter		1591	1150	26	72.28%
			Period of Scheduled Outage			
	Maximum duration in a single stretch		07H:29M		•	
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the		2514	2513	1	99.96%
			Reliability Indices	,		I
	SAIFI		0.16			
	SAIDI		0.09			
	CAIDI		0.56			
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 reliabilty index calculation*

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-20 Year: 2020

SI. No.	Event	Compensation specified for violation of standard	pecified for violation of standard Claimed		Pay	able/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						
(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					
(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: BSES RAJDHANI POWER LIMITED.

Mar-20 Year: 2020

No. of Cases where UUE is established			No. of cases decided by the Appellate	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	Authority in favor of the Licensee	Appellate Authority in the favor of
162	84	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-20 Year: 2020

	No. of complaints filed by the Licensee		No. of cases decided by the Special Court in	No. of cases decided by the
No. of Cases Booked	in Police Station	No. of cases in which judgement delivered by the Special Court	favor of Licensee	Special Court in favor of Consumer
552	173	0	0	0
				•