FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-22 Year: 2022

	Number of Accidents during the month					starting of year	Cumulative since starting of year		
	Departmental			Outside		nental			
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
1	1	0	0	1	5	5	10	1	11

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: Mar-22 Year: 2022

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	Amount paid as compensation
1	P-142, P-Blk, Gali No. 2, Near Bashiruddin Masjid, Batla House, New Delhi.	05.03.2022 around 13: 15 hrs	Fatal	An accident occurred around 13: 15 hrs. in which Lineman Mr. Vijay Kumar from M/S Quess Corporation Limited got electric shock while he climbing on LT Pole opposite Bashiruddin Masjid near P- 142, Batla House for connecting service cable regarding installation of new meters at premise P-142, Batla House. After getting electric shock, he got stuck to the cable / wire for sometime, seeing him in this position, local residents and 1-2 other members of MMG Team pulled him down with the help of a rope. After that he was taken to Holy Family Hospital where he remained on continuous treatment since 05.03.2022. i.e. Date of Accident till 30.03.2022 when he succumbed to his injuries.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Main Road Dada Bhaiya Marg, Near Neel Kanth Dharam Kanta, Near Yadav Medicos, Ranholla Extension, New Delhi.	20.03.2022 at 13:48 Hrs.	Non-Fatal	On 20.03.2022, a Fatal Accident of a person named Sh. Shiva happened above the shop located on Dada Bhaiya Marg, Near Neel Kanth Dharam Kanta, Near Yadav Medicos, Ranholla Extension. It is learnt from EHV Breakdown and FIR Copy that deceased person was a plumber and was called for some plumbing work over the roof of the shop, where deceased came in contact of 66 KV Najafgarh-Nangloi Circuit at 13:48 Hrs. Body of deceased was recovered by police from site and shifted to DDU Hospital for further medical actions. Said incident was telephonically intimated to Electrical Inspector and Accident Report was also sent to Electrical Inspector Office on 21.03.2022.	N.A.	N.A.	N.A.	N.A.	N.A.
3	Maharishi Ashram, Goyla Dairy H-Block	21.02.2022	Non-Fatal	The accident happened on 21.02.2022 in which Sh Jay Kant Kumar S/o Sh. Rakesh Singh employee of M/S Harsh Trading Company got an electric shock when attending a complaint of Maharishi Ashram, Goyla Dairy H-Block with Sh. Chunnu Lal Yadav and Sh. Rajesh Kumar, Sh. Chunnu Yadav send Mr. Rajesh to put off RMU Hanuman Chowk instead of Goyla Dairy (both RMUs situated at function location CWL 3 to 7 Pankaj Garden) He was immediately admitted to nearby hiospital and is still in hospital for treatment. He got his left hand palm burnt and getting recovery. Now the left hand palm of the victim is amputated on 11.03. 2022.	N.A.	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: Mar-22 Year: 2022

Complaints attended during the month

Service Area	Standard	renaing complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	вагапсе 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.			41348	41348	41348	0	41348	
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			1626	1626	1626	0	1626	
Continuous power supply failure			1	1	1	0	1	
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			12728	12728	12728	0	12728	
Continuous Schduled Power Outage			1312	1312	1312	0	1312	
Replacement of Burnt Meter or Stolen Meter		15	1660	1675	1653	20	1673	2

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-22
Year: 2022

Teal.	2022							
		Pending			Complaints attended during the month			Balance
Service Area	Standard	complaint of the	· · · · · · · · · · · · · · · · · · ·	Total Complaint				complaint to be
		previous month			Within			attended
					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	713	713	713	0	713	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.

Complaints attended during the month									
					Cor				
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	1,410	1,915	3325	2,023	495	2518	807	
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0	
Complaint lodged for defective /	Within fifteen days	285	2,125	2410	1,461	707	2168	242	

Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	297	1,902	2199	1,491	457	1948	251
Complaint lodged for stolen meter	to be replaced within 3days.	6	68	74	53	13	66	8

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

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-22 Year: 2022

		Pending			Co	Balance		
Service Area	Standard		e 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	4,987	19,024	24011	15,534	2,580	18114	5897
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	154	429	583	357	30	387	196
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			Cor	mplaints 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
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 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	15 days							
needs to be augmented)								
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.

Period of Report: Mar-22 Year: 2022

		Pending		Total Complaint	Complaints attended during the month			Balance
Service Area			e Complaint received during the month		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	0	0	0	0	0	0	0
Projects (Where new network is to be laid or grid station needs to	Within 12 months	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			Co	mplaints attended during the m	onth	Balance
Service Area	Standard			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	214	4,224	4,438	4,235	87	4,322	116
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	68	1,113	1,181	1,065	41	1,106	75
Change of Category	As per Regulation 17 (5)	476	501	977	416	35	451	526
Incase connection is denied after receipt of payment against demand note	-	86	1,199	1,285	461	765	1,226	59
Loop	As per Regulation 11	0	0	0	0	0	0	0
	31st May of Financial year	0	0	0	0	0	0	0

Name of Company:

BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-22 Year: 2022

		Pending			Co	mplaints 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
Complaints on billing	Only one bill in a Financial Year	529	378	907	344	49	393	514
Final bill for vacation of premises	5 days	16	110	126	105	2	107	19
Non payment of dues by the	15 days	18	33	51	30	2	32	19
Request for reconnection	24hrs	267	2,590	2,857	1,861	682	2,543	314
Consumer wanting disconnection	5 days	646	4,475	5,121	3,266	1,243	4,509	612

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-22 Year: 2022

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)%
7843	102	7945	2	2.52%
				·

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: Mar-22 Year: 2022

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)%
267	3	270	0	0.00%
			_	
	•			

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.

		Overall			Standard of Performance Achieved
SI. N	Service area	Standards of	Total Cases Received / Reported (A)	Complaints Attended (B)	(C)
		Performance			(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.	41348	41348	0	100%			
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	1626	1626	0	100%			
(iii)	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	12728	12728	0	100%			
(v)	Continuous scheduled power outages	1312	1312	0	100%			
(vi)	Replacement of burnt meter	1675	1653	20	98.70%			
		Period of Scheduled Outage						
2	Maximum duration in a single stretch	4H:00M						
	Restoration of supply by 6:00 PM	ALL						
3	Faults in street light maintained by the licensee	811	808	3	99.63%			
	least.	Reliability Indices						
4	SAIFI SAIDI	0.160						
	CAIDI	0.120 0.750	-					
5	Frequency variation	0.750						
	Voltage imbalance							
	Percentage billing mistakes		+					
,								

^{*} New method used for reliabilty index calculation*

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.

CL No.	Event	Compensation specified for violation of standard	Claim	nod.	Pay	able/Paid	
SI. No.	Event	Compensation specified for violation of standard	Claim	eu			
			No. of	Amount	No. of cases	Amount of	Amount of
			Cases	Claimed	in which compensation is	compensation	compensation
			Cases	Ciairrieu	payable	payable in (Rs.)	paid in (Rs.)
1	Electricity						
	connections						
(i)		1.5% of the demand charges deposited by consumer for each day of default.					
	Electrified Areas						
(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

BSES RAJDHANI POWER LIMITED.

Name of Company: Period of Report: Mar-22 Year: 2022

	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
26	74	0	0	0

FORMAT XVI: Theft of Electricity

BSES RAJDHANI POWER LIMITED. Name of Company:

	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
769	270	1	1	0