ear:		2021 Nu	mber of Accidents during th	e month	Cumulative since	starting of year	Cumulative since starting of year			
Departmental				Outside Departmental			Outside FH FA			
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH	
0	0	0	0	2	0	2	2	1	4	

TII: Action taken report for	safety measures comp	plied for the accide	nts occurred							
of Report:	May-21 2021									
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 a compensation		
Garbage Collection Point, Baprolla Pocket-2, Nilothi, Nangloi, New Delhi.	17.05.2021 at 8:49 Hrs.	Non-Fatal	Mr Ram Pyare, Employee of Ecogreen Solutions Pvt Ltd, Posted as Helper on SDMC Garbage Collection Truck having Registration Number - DL-1GC-7093 got Flashed while operating Hydrolic System installed in truck itself for dumping of garbage into truck when truck boom touched the overhead 66KV line. Garbage Collection point was there from last 5-6 years and Garbage was collected on daily basis since than with the same type of machines but, today Truck was in operation parked wrongly and Helper did not notice the passing High Tension Line and got flashed. This information was shared by Employee of ecogreen Solutions Pvt Ltd on condition of anonymity and deatils of victims shared by Sh Mandeep ( Supervisor, Ecogrren Solutions Pvt Ltd). Victim was immediately taken to Deen Dayal hospital by Ecogreen Solutions Pvt Ltd from where he was referred to Guru Govind Singh Hospital for primary care and after that he was shifted to Safdurjung Hospital.	N.A.	N.A.	N.A.	N.A.	N.A.		
Aman Puri Area, New Delhi	27.05.2021 at 20:45 Hrs.	Non Fatal	Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit while talking over phone. Sh. Sanjay of age around 25 years, is a relative of Sh. Nitin	N.A.	N.A.	N.A.	N.A.	N.A.		
f	Company: f Report: Location of accident and details of victim Garbage Collection Point, Baprolla Pocket-2, Nilothi, Nangloi, New Delhi.	Company:       BSES RAJDHANI POWE         f Report:       May-21         2021       2021         Location of accident and details of victim       Date of occurrence         Garbage Collection Point, Baprolla Pocket-2, Nilothi, Nangloi, New Delhi.       17.05.2021 at 8:49         Hrs.       Hrs.	Company:       BSES RAJDHANI POWER LIMITED.         f Report:       May-21         2021       2021         Location of accident and details of victim       Date of occurrence       Type of accident         Garbage Collection Point, Baprolla Pocket-2, Nilothi, Nangloi, New Delhi.       17.05.2021 at 8:49 Hrs.       Non-Fatal	Company:       BSES RAJDHANI POWER LIMITED.         f Report:       May-21         2021       Date of occurrence       Type of accident         Garbage Collection of accident and details of victim       Date of occurrence       Type of accident       Cause of accident         Garbage Collection Point, Baprolla Pocket-2, Nilothi, Nangloi, New Delhi.       17.05.2021 at 8:49       Non-Fatal       Mr Ram Pyare, Employee of Ecogreen Solutions Pvt Ltd, Posted as Helper on SDMC Garbage Collection Truck having Registration Number - DL-IGC-7093 got Flashed while operating Hydpricic System installed in truck itself for dumping of garbage into truck when truck boom touched the overhead 66KV line. Garbage Collection point was there from last 5-6 years and Garbage was collected on daily basis since than with the same type of machines but, today Truck was in operation parked wrongly and Helper did not notice the passing High Tension Line and got flashed. This information was shared by Employee of ecogreen Solutions Pvt Ltd no condition of anonymity and deatils of victims shared by Sh Mandeep (Supervisor, Ecogreen Solutions Pvt Ltd). Victim was immediately taken to Deen Dayal hospital by Ecogreen Solutions Pvt Ltd from where he was referred to Gurd Govind Singh Hospital for primary care and after that he was shifted to Safdurjung Hospital.         Mman Puri Area, New Delhi,       27.05.2021 at 20:45 Hrs.       Non-Fatal         Non-Fatal       A non-fatal occurred on 66 KV Nangloi-Nilothi Circuit on 27.05.2021 at 20:45 Hrs. in Aman Puri area, the victim named Sh. Sanjay S/o Sh. Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit of Sh. Nitin wo is living on rent in that house. He was immediately taken to Sanjay Gandh i Ho	Company:       BSES RAIDHANI POWER LIMITED.         fReport:       May-21 2021         Location of accident and details of victim       Date of occurrence       Type of accident       Cause of accident       Findings of CEI/EI /AEI         Garbage Collection Point, Baprolla Pocket-2, Nilothi, Nangloi, New Delhi.       17.05.2021 at 8:49 Hrs.       Non-Fatal       Mr Ram Pyare, Employee of Ecogreen Solutions Pvt Ltd, Posted as Helper on SDMC Garbage Collection Truck having Registration Number DL-1GC-7093 got Flashed while operating Hydrolic System installed in truck itself for dumping of garbage into truck when truck boom touched the overhead 66KV line. Garbage Collection point was there from last 5-6 years and Garbage was collected on daily basis since than with the same type of machines but, today Truck was in operation parked wrongly and Helper did not notice the passing High Tension Line and got flashed. This information was shared by Employee of ecogreen Solutions Pvt Ltd on condition of anonymity and deatils of victim shared by Sh Mandeep (Supervisor, Ecogreen Solutions Pvt Ltd). Victim was immediately taken to Deen Dayal hospital by Ecogreen Solutions Pvt Ltd from where he was referred to Garu Govind Singh Hospital for primary care and after that he was shifted to Safdurjung Hospital. The man Puri area, the victim named Sh. Sanjay S/o Sh. Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit while talking over phone. Sh. Sanjay of age round 25 years, is a relative of Sh. Nith who is living on rent in that house. He was immediately taken to Sanjay Gandhi Hospital for primary reament and later on shifted to Safdarjung Hospital. Now, he is admitted in Safdarjung Hospital. Intimation given to Electrical Inspector Sh. Avarar on Mobile No.	Company:         BSES RAJDHANI POWER LIMITED. FReport:         May-21 2021           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           Garbage Collection Point, Baprolla Pocket-2, Nilothi, Nangloi, New Delhi.         17.05.2021 at 8:49 Hrs.         Non-Fatal         Mr Ram Pyare, Employee of Ecogreen Solutions Pvt Ltd, Posted as Helper on SDMC Garbage Collection Truck having Registration Number- Du-1.GC-7093 got Flashed while operating Hydrolic System Insubled in truck itself for dumping of garbage Collection point was there from last 5-6 years and Garbage was collected on daily basis since than with the same type of machines but, today Truck was in operation parked wrongly and Helper did not notice the passing High Fension Line and got flashed. This information was shared by Sh Mandeep (Supervisor, Ecogreen Solutions Pvt Ltd). Victim was immediately taken to Deen Dayal hospital by Ecogreen Solutions Pvt Ltd for where he was referred to Guru Gowid Singh Hospital.         N.A.         N.A.           uman Puri Area, New Delhi         27.05.2021 at 20:45 Hrs.         Non-Fatal         A non-fatal occurred on 66 KV Nangloi-Nilothi Circuit while lating over phone. Sh. Sanjay of gae around 25 years, is a relative of Sh. Nitin Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit while lating over phone. Sh. Sanjay of gae around 25 years, is a relative of Sh. Nitin Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit while lating over phone. Sh. Sanjay of gae around 25 years, is a relative of Sh. Nitin Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit while lating over phone. Sh. Sanjay of gae around 25 years, is a relati	Company: Report:       BSES RAIDHANI POWER LIMITED. May-21 2021         Cocation of accident and details of victim       Date of occurrence       Type of accident       Cause of accident       Findings of CEI/EI /AEI       Remedies suggested by CEVEI/AEI       Whether the remedy suggested is complied         Garbage Collection Point, Baprolla Pocket-2, Niiothi, Nangloi, New Delhi.       17.05.2021 at 8.49 HS.       Non-Fatal       Mr Ram Pyare, Employee of Ecogreen Solutions Pvt Ltd, Posted as Helper on SDMC Garbage Collection Truck having Registration Number- DL-1GC-7093 got Flashed while operating Hydrolic System installed in Truck tiself for dumping of garbage-into truck when truck boom touched the overhead 66X Unic. Garbage Collection point was there from last 5-6 years and Garbage was collected on daily basis since than with the same type of machines but, today Truck was in operation parked wrongly and Helper did not notice the passing High Tension Line and got flashed. This information was shared by Employee of ecogreen Solutions Pvt Ltd from where he was referred to Guru Govind Singh Hospital for primary care and after that he was shifted to Safdurjung Hospital.       N.A.       N.A.       N.A.         wman Puri Area, New Delhi.       27.05.2021 at 20-45 Hrs.       Non-Fatal       A non-fatal occurred on 66 KV Nangloi-Nilothi Circuit on 27.05.2021 at 2045 Hrs. in Aman Puri area, the victim named Sh. Sanjay 5/o Sh. Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit on 27.05.2021 at 2045 Hrs. in Aman Puri area, the victim mamed Sh. Sanjay 5/o Sh. Jagdish came in contact of 66 KV Nangloi-Nilothi Circuit while talking over phone. Sh. Sanjay of age around 25 years, is a relative of Sh. Nithin who is liwing on contort of 66 KV Nangloi-Nilothi Circuit while	Company:       BSES RAIDHANI POWER LIMITED. May-21 2021         Company:       May-21 2021         Location of accident and details of victim       Date of occurrence       Type of accident       Cause of accident       Findings of CEI/EI /AEI       Remedies suggested by AEI       Whether the remedy suggested is compiled       Action taken to avoid recurrence of such accidents         Garbage Collection Point, Nangloi, New Delhi.       17.05.2021 at 8.49 Hrs.       Non-Fatal       Mr Ram Pyare, Employee of Ecogreen Solutions Pvt Ltd, Posted as Helper on SDMC Garbage Collection Truck having Registration Number- DL-IGC-7093 got Flashed While operating Hydroic System Installed In truck tiel for dumping of garbage into truck who mother bu-LGC 7093 got Flashed While operating Hydroic System Installed In truck tiel for dumping of garbage into truck who in touck boom touched the overhead G6KV line. Garbage Collection point was there for malet 5-6 years and Garbage was collected on daily basis line than with the same type of machines but, tody Truck was in operation parked wongly and Helper did no notice the passing Hylip Fension Line and got flashed. This information was shared by Employee of ecogreen Solutions Pvt Ltd). Victim was referred to Gund Singh Hesplata for primary care and after that the was shifted to Safdurjung Hesplata for primary care and after that the was shifted to Safdurjung Hesplata for primary care and after that the was shifted to Safdurjung Hesplata for primary care and after that he was shifted to Safdarjung Hospital.       N.A.       N.A.       N.A.       N.A.		

		1			T			
	r safety measures con BSES RAJDHANI POWE May-21		l ents occurred	I	1		1	l
-	2021							
		Pending			Co	mplaints attended during the m	nonth	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.		-	34514	34514	34514	0	34514	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			586	586	586	0	586	0
Continuous power supply failure			1	1	1	0	1	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			12947	12947	12947	0	12947	0
Continuous Schduled Power Outage			268	268	268	0	268	0
Replacement of Burnt Meter or Stolen Meter		2	1269	1271	1090	179	1269	2

Period of Report: May-21	ANI POWER LIMITED.						
Year: 2021 Service Area Standa	Pending ard complaint of the previous month	Complaint received during the month	Total Complaint	Con Within Specified Time	nplaints attended during the m Beyond specified time	Total	Balance complaint to be attended
1 2	3	4	5=3+4	6	7	8=6+7	9=5-8
Local Problem 4 hou	urs O	899	899	899	0	899	0
Tap setting of transformer							
Repair of Distribution							
Line/transformer/ capacitor							
Installation and Up gradation of							
High Tension/ Low Tension							

Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. May-21 2021			
			Complaints attended during the month	

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	362	0	362	42	10	52	310
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	49	0	49	12	21	33	16
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	194	0	194	90	61	151	43
Complaint lodged for stolen meter	to be replaced within 3days.	0	0	0	0	0	0	0

FORMAT VI: New Connections / A	dditional Load, where	power suppply can	be provided from existing network					
Name of Company:	BSES RAJDHANI POWE	R LIMITED.						
Period of Report:	May-21							
Year:	2021							
-					Co	mplaints attended during the m	onth	
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
New Connection where no RoW or road Cutting permission is required	7 days	3,692	0	3692	210	304	514	3178
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	124	0	124	3	23	26	98
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0

Name of Company:	BSES RAJDHANI POWE	R LIMITED.						
Period of Report:	May-21							
Year:	2021							
		Pending			Complaints attended during the mo		month	Balance
Service Area	Standard complai	5	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
1. Electrified Areas (where extension of line upto five poles	15 days from receipt							

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 needs to be augmented)	15 days							
New Connections		0	0	0	0	0	0	0
Additional Load	· · · · ·	0	0	0	0	0	0	0

Name of Company: Period of Report: Year:	BSES RAJDHANI POWEF May-21 2021	R LIMITED.						
	Pending			Total	Con With in	nplaints attended during the n	nonth	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Complaint	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
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from Commission's approval	0	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	1	0	1	0	1	1	0

FORMAT IX: Transfer of Consume	r's connection and conv	ersion of services.						
Name of Company: Period of Report: Year:	BSES RAJDHANI POWE May-21 2021	R LIMITED.						
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Cor With in Specified Time	nplaints attended during the m Beyond Specified Time	oonth Total	Balance complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8

Name of Company: Period of Report: Year: No. of Distribution transformers at the beginning of the month 1 7702	May-21 2021 No. of Distribution tra during the 2 10	month	Total number of distribution transformers 3=1+2 7712		Number of Dis	tribution transformers failed 4 4	trans 5=(4)*	e of distribution formers 100/(3)% 19%
Period of Report: Year: No. of Distribution transformers at the beginning of the month	2021 No. of Distribution tra during the 2	month	3=1+2		Number of Dis	4	trans 5=(4)*	formers 100/(3)%
Period of Report: Year: No. of Distribution transformers	2021 No. of Distribution tra		Total number of distribution transformers		Number of Dis	tribution transformers failed		
Period of Report:								
FORMAT XI: Failure of Distribution	BSES RAJDHANI POWE	R LIMITED.						
Consumer wanting disconnection		199	0	199	71	94	165	34
Request for reconnection	24hrs	88	0	88	5	28	33	55
Non payment of dues by the	15 days	12	0	12	0	0	0	12
Complaints on billing Final bill for vacation of premises	Only one bill in a Financial Year 5 days	575 65	0	575 65	100 24	18	118 31	457 34
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	mplaints attended during the m Beyond Specified Time	onth Total	Balance complaint to b attended
FORMAT X: Complaints about con Name of Company: Period of Report: Year:	sumer's bills, disconned BSES RAJDHANI POWE May-21 2021		of supply.				t	
any is not sent	31st May of Financial year	0	0	0	0	0	0	0
Loop If notice towards downward if	As per Regulation 11	0	0	0	0	0	0	0
receipt of payment against demand note Connection energized through	-	63	0	63	17	46	63	0
Change of Category Incase connection is denied after	As per Regulation 17 (5)	330	0	330	2	1	3	327
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	100	0	100	2	2	4	96
Fransfer of Name	cycles of acceptance of application or clearing of dues whichever is later	266	0	266	21	10	31	235

	BSES RAIDHANI POWER LIMITED. May-21 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 power transformers			
1	2	3=1+2	4	5=(4)*100/(3)%			
264	0	264	0	0.00%			

FORMAT XIII: Summary of Overall Standards of Performance.							
	f Company: BSES RAJDHANI POWEF of Report: May-21 2021	R LIMITED.					
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.		34514	34514	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.		586	586	0	100.00%	
	Continuous power supply failure requiring replacement of distribution transformer.		1	1	0	100%	
(11.4)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		12947	12947	0	100.00%	
(v)	Continuous scheduled power outages		268	268	0	100.00%	
(vi)	Replacement of burnt meter		1271	1090	179	85.76%	
	Period of Scheduled Outage						
	Maximum duration in a single stretch		7H:22M				
	Restoration of supply by 6:00 PM		ALL		-		
3	Faults in street light maintained by the licensee		1765	1765	0	100.00%	
4	SAIFI		Reliability Indices	1		1	
	SAIFI		0.310 0.190				
	ועואכ		0.130	1			

	CAIDI	0.613					
5	Frequency variation	0		0	0		0
6	Voltage imbalance		0		0		0
7 Percentage billing mistakes 0			0	0		0	
* New	method used for reliabilty index calculation*						
FORM	AT XIV: Compensation Details						
Name	of Company: BSES RAJDHANI POW	ER LIMITED.					
	of Report: May-21						
Year:	2021						
SI. No.	Event	Compensation specified for violation of standard	Claim	ed	Pay	able/Paid	
			No. of	Amount	No. of cases	Amount of	Amount of
				Claimed	in which compensation is	compensation	compensation
			Cases	Claimed	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.					
(7							
	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					
(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						
L							

FORMAT XV: Unauthorized Use of	of Electricity								
Name of Company:	ame of Company: BSES RAJDHANI POWER LIMITED.								
Period of Report:	May-21								
Year:	2021								
	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					
0	0	0	0	0					

FORMAT XVI: Theft of Electricity							
Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. May-21 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			
43	0	0	0	0			