

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

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

Departmental		Number of Accidents during the month			Cumulative since starting of year		Cumulative since starting of year		
		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
1	0	2	0	1	1	0	2	0	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:** Feb-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 /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	N-1 / 18, Mohan Garden, Uttam Nagar, New Delhi-110059.	07.02.2020 at 11:02 Hrs.	Fatal	On dated 07.02.2020 at 11:11Hrs, the Complaint Center Anand Vihar received an IOMS complaint number 20020700684 from Sh. Nitesh, N-15 Gurudwara Road, Mohan Garden, Mob No 7042351303 regarding fire on pole. The TO present on duty Mr. Mohit Kumar gave the complaint to Lineman Sh. Rakesh. Sh. Rakesh along with ALM Sh. Ravinder reached at site and found that some labor working	NIL	NIL	NIL	NIL	NIL
2	RZ D-1 / 12, Khasra No 83 / 14, Gali No 5, Mahavir Enclave, New Delhi-110045.	18.02.2020 at 10:23 Hrs.	Non-Fatal	On dated 18.02.2020 a telephonic message was received by Sh. Ram Janam TO on tel. No. 8448792241 of Kalaish Puri Complaint centre from Mobile No. 9213282588 a person got an electric shock at Gali No 5, Mahavir Enclave, New Delhi. Complaint was immediately forwarded to Sh. Somdutt Lineman and he found that during painting of wall of h.No. RZ D-1 / 12, Khasra No 83 / 14, Gali No 5, Mahavir	NIL	NIL	NIL	NIL	NIL
3	House No. C-681, Ground Floor, New Friends Colony, New Delhi.	24.02.2020 at about 23:10 Hrs.	Fatal	A PCR complaint was received on 24.02.2020 at about 23:10 hrs. about a fatal electrical accident inside premise No C-681, New Friends Colony, New Delhi. Accordingly, field staff reached at site and found that one person was lying on ground who was surrounded by two police personals and three other persons. Victim body was found near to stairs. No electricity meter was found at site. After	NIL	NIL	NIL	NIL	NIL

4	At Pole Opposite Solanki Public School ,Durga Park ,New Delhi -110045 ,	28.02.2020 at 4:30 PM	Fatal	On dated 28/02/2020 4.30 P.M at Pole Opposite Solanki Public School ,Durga Park ,Newdelhi -110045 , System Volatge of 230 V(1 Phase) while executing the cable replacement order Sh.Sanjeev Kumar Jatav ,Lineman Employee of MMG Vendor M/S India Care came in contact with live wires further taken to Nearest Hospital Bhagat Chandra by police van and Doctor declared him dead on arrival .As per information gathered from bystanders near by pole and team member along with him Sh.Gaurav , was given First aid Chest pressing and Mouth to Mouth breathing . The compensation has been given vide cheque No 033467 and 033468 amounting to Rs/- five lakh each to the family of Sh. Sanjeev Kumar by M/S India care on dated 01.08.2020.	NIL	NIL	NIL	NIL	Rs. 10 lakh by M/S India care

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

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Feb-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
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.		-	35252	35252	35252	0	35252	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			6541	6541	6539	2	6541	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)			13279	13279	13279	0	13279	0
Continuous Scheduled Power Outage			1096	1096	1096	0	1096	0
Replacement of Burnt Meter or Stolen Meter		1	2080	2081	1984	34	2018	63

**FORMAT IV: Quality of Power Supply**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Feb-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	1029	1029	1029	0	1029	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: Feb-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	2,682	1,426	200	1,626	1,056
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	254	1,515	1,769	1,230	290	1,520	249
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	449	2,817	3,266	2,263	734	2,997	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: Feb-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: Feb-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.  
 Period of Report: Feb-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
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: Feb-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: Feb-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: Feb-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)%
7383	15	7398	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: Feb-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: Feb-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	
<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.		35252	35252	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.		6541	6539	2	99.97%
(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		13279	13279	0	100.00%

(v)	Continuous scheduled power outages		1096	1096	0	100.00%
(vi)	Replacement of burnt meter		2081	1984	34	95.34%
<b>Period of Scheduled Outage</b>						
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		2166	2163	3	99.86%
<b>Reliability Indices</b>						
4	SAIFI		0.16			
	SAIDI		0.08			
	CAIDI		0.50			
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: Feb-20  
Year: 2020

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.)	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.	0	0	0	0	0
(ii)	Augmentation	1.5% of the demand charges deposited by consumer for each day of default	0	0	0	0	0
(iii)	Un-electrified	1% of the amount deposited by developer/applicants per day of default.	0	0	0	0	0
(iv)	Connection denied	1.5% of the demand charges deposited by consumer for each day of default subject to	0	0	0	0	0
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract demand	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default	0	0	0	0	0
4	Notice for downward	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of	Rs.50 for each day of default	0	0	0	0	0
8	Fault in street	Rs. 75 for each day of default	0	0	0	0	0
9	Voltage fluctuations		0	0	0	0	0
10	Power Supply Failure		0	0	0	0	0
11	Total		0	0	0	0	0

**FORMAT XV: Unauthorized Use of Electricity**

Name of Company: **BSES RAJDHANI POWER LIMITED.**  
Period of Report: Feb-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
161	154	0	0	0

**FORMAT XVI: Theft of Electricity**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Feb-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
824	309	5	0	5