

Format I

Fatal and non-fatal accident report

Name of Company: BSES YAMUNA POWER LTD, NEW DELHI
Period of Report: Aug’ 2022
Year: 2022

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	NFH
0	0	2	1	2	1	1	8	4	5

Non- Fatal (Human) from outside agency

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

(Signature of the Licensee)

Format II

Action taken report for safety measures complied for the accidents occurred

Name of Company: BSES YAMUNA POWER LTD, NEW DELHI

Period of Report: Aug' 2022

Year: 2022

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	Location: Dhruva Apartment, IP Extension, Laxmi Nagar An accident occurred on 13/04/22 at around 12:55 PM. Mr. Kishan Lal (ALM, FLC- S.E.) has received minor burns due to flash.	13.04.2022	Non- Fatal (Employee)	-	-	-	-	-	-
2	Location: Pole.No-KWNE633, Gali No-23, Rajiv Gandhi Nagar, Karawal Nagar An Accident occurred while a lineman was attending complaint at Pole No-KWNE633, Gali No-23, Rajiv Gandhi Nagar. The lineman fell and became unconscious.	26.04.2022	Fatal (Employee)	-	-	-	-	-	-
3	Location: Near Sarvodaya School, opposite Radhu palace office, LNR Minor flash occurred to 2 private workers during execution of pipeline work while working through drill for taking water connection from main pipeline.	01.05.2022	Non- Fatal (Public 2)	-	-	-	-	-	-
4	Location: Nursery Jhuggi Geeta Colony, Krishna Nagar A PCR complaint received at 21:12 regarding current in pole at Ambedkar Jhuggi. Due to water logging a boy got	04.05.2022	Fatal (Public)	-	-	-	-	-	-

	electrocuted.								
5	Location: E 57/A-182 Jhuggi Sunder Nagri Delhi An accident occurred on 24.05.22 at around 17:21 Hrs . Mr. Karan got flash while doing white wash in newly &illegally constructed premises as vertical clearance was very low.	24.05.2022	Fatal (Public)	-	-	-	-	-	-
6	Location: C-33, Chander Vihar, Gali No 1, Mandawali, LNR A lady got electrocuted at C-33 Chader Vihar , Gali No. 1,Mandawali and admitted to Max hospital	31.05.2022	Non- Fatal (Public)	-	-	-	-	-	-
7	Location: In front of Shop 297, Main Road Chandi Chowk Around 18:40 Hrs digging work to repair the faulty LT cable of Div. Chandni Chowk from Kucha Ghasi Ram substation to Gali Kandley Kasan carried out near Shop No. 297 Main Road Chandni Chowk was being carried out by hammering (Electric Hammer) because there is very heavy RCC (approx. 300 MM thick) which is not possible to break with out electric Hammer. During digging, bit of Hammer touched with live cable which was casted in RCC and a flash occurred on the hand of Mr.Ranveer. Due to this, he got minor burn on his hand.	03.06.2022	Non- Fatal (Outside Agency)						
8	Location: Kotla Road, Near Kotla Village, MVR I&II 1 no. cow and 1 no. bull found dead near PWD Street Light Iron Pole at Kotla Village In front of 13/2 Kotla village (PCC Pole no E745 and Street light pole no NA)	16.06.2022	Fatal (Animals 2nos.)						
9	Location: 2405-05 Tilak Gali Chuna Mandi, PHG A labour got electrocuted at Construction site at 2404-2405 Tilak Street Chuna Mandi PHG.	17.06.2022	Fatal (Public 1 nos.)						
10	Location: In front of 11073/3 opposite Mars Good carriers, Ram Kumar Marg Pahar Ganj, (PCC Pole no NA and Street light pole no NA)	17.06.2022	Fatal (Animals 1nos.)						

	A wandering cow at 11703/3 Mars Good Carrier ,ram Kumar Marg,PWD Street light pole got electrocuted.								
11	Location: 14/3642 Regarpura, Karol Bagh, SRD A person got electrocuted at 14/3642 Regarpura, Karol Bagh while opening the shutter of shop due to current leakage in consumer's internal wiring.	20.06.2022	Fatal (Public 1 nos.)						
12	Location: N-21/ B2 Dilshad Garden A PCR complaint received (22070301154) regarding the electrocution of a person at N- 21/B 2 Dilshad Garden.	03.07.2022	Fatal (Public 1 nos.)						
13	Location: Near 140 MCD WTP, DJB,Sonia Vihar , Delhi DJB has laid 2 core cable to supply the feeder pillar outside its building Near 140 MGD WTP, DJB, Sonia Vihar Delhi, there was a joint in it due to which a buffalo got electrocuted.	17.07.2022	Fatal (Animal 1 nos.)						
14	Location: Gali Nos. 4, Milan Garden, Nand Nagri PCR complaint regarding current in house received at 1:16 Hrs on 30.07.2022. Lineman reached site and checked thoroughly & found no leakage at site. As per neighbours a person Neelu (Vinay) got electrocuted while trying to repair the 25KVA HVDS DTR fuse himself.	29.07.2022	Fatal (Public 1 nos.)						
15	Location: Pole no YVR J058 (IInd Pusta Usmanpur Village), Ghonda , YVR A buffalo got electrocuted at Pole YVRJ058 lind Pusta Usmanpur from an unauthorised wire connected to LV network which was tightened on street light clamp going for jhuggis for electricity theft.	04.08.2022	Fatal (Animal 1 nos.)						
16	Location: Indira camp j.j.colony, Hasanpur A PCR Complaint received (D-LNR control room)at 16.45hrs.i.e.Fire on tree at Hasanpur area. The Line/man reached at site and put off	11.08.2022	Non- Fatal (Public 1 nos.)						

	the supply. At site, it came in notice from public that one man got electrocuted due to touching the EHV LINE through wooden stick while he was trying to remove cloth from EHV line. Due to this some meters and s/l got burnt. Also, the EHV CKT.from GH-2 Grid to Industrial area grid tripped off at 16.30 hrs. due to this as confirmed from system control. The EHV line passing above the Indira camp j.j.colony, Hasanpur.								
17	Location: Main 20 Ft road , Saboli Extn, Near Pal Chowk ,NNG A PCR complaint received at 16:56hrs regarding fire in house. Lineman attended it and found that a girl aged around 8 years went to roof of a house for collecting kite. she came in contact with 11kV O/H line and got electrocuted.	15.08.2022	Fatal (Public 1 nos.)						
18	Location: A16, Preet Vihar, LNR A child was trying to insert electrical wire for fan in extension box one by one and the boy was bare feet, he came in contact with live electric wire at .	17.08.2022	Fatal (Public 1 nos.)						
19	Location: Pole Nos. KWNXE48, F-86 Ankur enclave, KWN A 10 year boy met with non-fatal accident while removing the kite from DD fuse of HVDS transformer and came in contact with the network at Pole Nos. KWNXE48, F-86 Ankur enclave, KWN	18.08.2022	Non- Fatal (Public 1 nos.)						

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

August

Year

2022

Service Area	Standard wrt AT&C losses			Pending complaint of the previous	Complaint received during the month	Total Complaint	Complaints attended during the			Balance complaint to be attended
3	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
1	2			3	4	5=3+4	6	7	8=6+7	9=5-8
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	Within three hours	Within four hours	Within six hours	74	39599	39673	39315	260	39575	98
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within two hours	Within three hours	Within four hours	0	283	283	276	7	283	0
Continuous power supply failure requiring replacement of distribution transformer	Within six hours			0	1	1	1	0	0	0
Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM			0	150	150	150	0	150	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the			1	1790	1791	1790	0	1790	1
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)				0	34	34	33	1	34	0

Quality of Power Supply

Format IV

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

August

Year

2022

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	
Local Problem		2	2080	2082	2077	0	2077	5
Tap setting of transformer								
Repair of Distribution Line/transformer/capacitor		0	387	387	385		385	2
Installation and Upgradation of High Tension/ Low Tension System								

Complaint about meters - Format V - Aug'22

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
Complaint lodged for accuracy test of meter-Fast	15 days	770	1393	2163	1514	0	1514	649
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	238	1594	1832	1617	1	1618	214
Complaint lodged for burnt meter	3 Days	308	2232	2540	2290	0	2290	250
Complaint lodged for stolen meter	15 Days	1	12	13	12	0	12	1

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due to the reasons at consumers end
ii) Rejected cases not considered

New connections/Additional Load, where power supply can be provided from existing network

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
Where no RoW or road cutting permission is required	within 1(one) day from the date of receipt of full payment.	634	8320	8954	8340	0	8340	614
Where RoW or road cutting permission is required	within 9(nine) days from the date of receipt of full payment	0	0	0	0	0	0	0

Applications for New connections/Additional Load, where power supply requires extension of distribution system

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
Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.	0	0	0	0	0	0	0
Electrified Areas (Where extension of lines or augmentation of Distribution Transformation capacity , where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.	0	0	0	0	0	0	0
Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	0	0	0	0	0	0	0
Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note	0	0	0	0	0	0	0
Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note	0	0	0	0	0	0	0

Connection in un-electrified areas

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
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be.	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 from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the	0	0	0	0	0	0	0

Transfer of Consumer's connection and conversion of services

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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	5	1803	1808	1805	0	1805	3
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	1	665	666	665	0	665	1
Change of category	As per Regulation 17 (5)	1	661	662	661	0	661	1
In case connection is denied after receipt of payment against demand note		0	0	0	0	0	0	0
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent		NA						

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Aug'22

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
Complaints on billing	7 Days	180	3	183	181	0	181	2
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	36	622	658	568	0	568	90
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		229	1848	2077	1760	0	1760	317

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due to the reasons at consumers end

ii) Rejected cases not considered

iii) There is no complaint category mentioned in DERC regulations as " Non- payment of dues by the consumer"

Failure of Distribution Transformer

Format-XI

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

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)%
4015	0	4015	1	0.02

BYPL Failure of Power Transformer

Month	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)%
Aug-22	168	0	168	0	0.0%

Summary of Overall Standards of Performance: August-2022

Sr 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.	At least 95% calls received should be rectified within prescribed time limits	39673	39315	260	99.10%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		283	276	7	97.53%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1	1	0	100.00%
(iv)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	150	150	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		1791	1790	0	99.94%
(vi)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above	At least 95% calls received should be rectified within prescribed time limits	34	33	1	97.06%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	150	150	0	100.00%
	Restoration of supply by 6:00 PM		150	150	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1404	1359	45	96.79%
	Reliability Indices					
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.21			
	SAIDI		0.15			
	CAIDI		0.71			
			No of Bills Served		No. of Bills with mistakes	Standard of Performance
7	Percentage billing mistakes	Shall not exceed 0.2%	1862736		3	0.0002%

Theft of Electricity

Name of Company: BYPL

Period of Report: Aug-22

Year: 2022-23

Period	No. of cases booked	No. of cases billed	No. of complaints filed b the Licensee in Police Station	No. of cases in which judgement delivered by Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer
Aug-22	751	705	81	226	226	0

Unauthorised Use of Electricity

Name of Company: BYPL

Period of Report: Aug-22

Year: 2022-23

Period	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 favour in the Licensee	No. of cases decided by the Appellate Authority in favour in the consumer
Aug-22	392	395	0	0	0

Format XIV

Sl. No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		
No. of case	Amount claimed		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		0	0	0	0	0
(i)	Electrified Areas		0	0	0	0	0
(ii)	Augmentation Required		0	0	0	0	0
(iii)	Un-electrified Areas		0	0	0	0	0
(iv)	Connection denied after receipt of payment against demand note		0	0	0	0	0
(v)	Connection energized through loop		0	0	0	0	0
2	Transfer of Name		0	0	0	0	0
3	Load Reduction		0	0	0	0	0
4	Notice for downward revision of load		0	0	0	0	0
5	Change of category		0	0	0	0	0
6	Complaints in billing		0	0	0	0	0
7	Replacement of meters		0	0	0	0	0
8	Fault in street light maintained by the Licensee		0	0	0	0	0
9	Voltage fluctuations and complaints		0	0	0	0	0
10	Power Supply Failure		0	0	0	0	0
11	Total		0	0	0	0	0