

Format I

Fatal and non-fatal accident report

Name of Company: BSES YAMUNA POWER LTD, NEW DELHI
Period of Report: Jul’ 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	0	1	1	6	3	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: Jul' 2022
Year: 2022

Sl. No.	Location Of Accident and Details Of Victim	Date of occurrence	Type of accident	Cause of accident	Finding 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	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	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	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	A PCR complaint received at 21:12 regarding current in pole at Ambedkar Jhuggi. Due to water logging a boy got electrocuted.	04.05.2022	Fatal (Public)	-	-	-	-	-	-
5	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	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	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. Immediately AM(FLC) Sh. N K Pant shifted him in LNJP hospital in emergency. Dressing done by doctors on his hands.	03.06.2022	Non-Fatal (Outside Agency)						
8	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	A labour got electrocuted at Construction site at 2404-2405 Tilak Street Chuna Mandi PHG.	17.06.2022	Fatal (Public 1 nos.)						
10	A wandering cow at 11703/3 Mars Good Carrier ,ram Kumar Marg,PWD Street light pole got electrocuted.	17.06.2022	Fatal (Animals 1nos.)						

11	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	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	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	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.)						

(Signature of the Licensee)

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

July

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	123	46032	46155	45796	285	46081	74
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	1	372	373	365	8	373	0
Continuous power supply failure requiring replacement of distribution transformer	Within six hours			0	3	3	3	0	3	0
Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM			0	242	242	242	0	242	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the			2	2109	2111	2110	0	2110	1
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)				0	60	60	60	0	60	0

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

July

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		1	2492	2493	2490	1	2491	2
Tap setting of transformer								
Repair of Distribution Line/transformer/capacitor		2	655	657	657	0	657	0
Installation and Upgradation of High Tension/ Low Tension System								

Complaint about meters - Format V - July'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	410	1342	1752	981	1	982	770
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	197	1206	1403	1165	0	1165	238
Complaint lodged for burnt meter	3 Days	302	2754	3056	2748	0	2748	308
Complaint lodged for stolen meter	15 Days	1	9	10	9	0	9	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.	648	9037	9685	9035	16	9051	634
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	1	1	1	0	1	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	7	1303	1310	1305	0	1305	5
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	1	501	502	501	0	501	1
Change of category	As per Regulation 17 (5)	1	614	615	614	0	614	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 - July'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	59	590	649	469	0	469	180
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	29	609	638	601	1	602	36
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		203	1902	2105	1876	0	1876	229

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"

1876

Failure of Distribution Transformer

Format-XI

Name of Company **BSES Yamuna Power Ltd, Delhi**
Period of Report **July**
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)%
4014	1	4015	3	0.07

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)%
Jul-22	168	0	168	0	0.0%

Summary of Overall Standards of Performance:-July-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	46155	45796	285	99.22%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		373	365	8	97.86%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100.00%
(iv)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	242	242	0	100.00%
(v)	Replacement of burnt meter or stolen Meter		2111	2110	0	99.95%
(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	60	60	0	100.00%
Period of Scheduled Outage						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	242	242	0	100.00%
	Restoration of supply by 6:00 PM		242	242	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1860	1844	16	99.14%
Reliability Indices						
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.25			
	SAIDI		0.18			
	CAIDI		0.73			
		Total Bills served during the month	No. of bills served during the month	No. of bills with mistakes		Standard of Performance achieved (C
7	Percentage billing mistakes	Shall not exceed 0.2%	1857154	590		0.032%

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

Unauthorised Use of Electricity

Name of Company: BYPL

Period of Report: July-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
Jul-22	343	357			

After remove misuse provisional bills

Theft of Electricity

Name of Company: BYPL

Period of Report: July-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
Jul-22	852	738	81	134	134	0