

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Jul-19  
**Year:** 2019

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.		132759	132759	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.		23982	23902	80	99.67%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		10	10	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		50379	50379	0	100.00%
(v)	Continuous scheduled power outages		783	783	0	100.00%
(vi)	Replacement of burnt meter		4675	4155	491	88.88%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		07H:12M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		4735	4733	2	99.96%
<b>Reliability Indices</b>						
4	SAIFI		0.49	0	0	0
	SAIDI		0.28	0	0	0
	CAIDI		0.57	0	0	0
5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0