



<b>FORMAT VI: New Connections / Additional Load, where power supply can be provided from existing network</b>								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Mar-19						
Year:		2019						
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	4,271	11,350	15621	7,944	1,684	9628	5993
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	83	162	245	103	21	124	121
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0

<b>FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system.</b>								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Mar-19						
Year:		2019						
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		4271	11350	15621	7944	1684	9628	5993
Additional Load		83	162	245	103	21	124	121

<b>FORMAT VIII: Connection in un-electrified areas</b>								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Mar-19						
Year:		2019						
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	3	14	17	2	0	2	15
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	0	0	0	0	0	0

<b>FORMAT IX: Transfer of Consumer's connection and conversion of services.</b>								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Mar-19						
Year:		2019						
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.	178	3,685	3,863	3,670	53	3,723	140
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle.	162	3,629	3,791	3,044	34	3,078	713
Change of Category	As per Regulation 17 (5)	28	577	605	504	25	529	76
Incase connection is denied after receipt of payment against demand note	-	17	234	251	121	111	232	19

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: Mar-19  
Year: 2019

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	645	531	1,176	505	76	581	595
Final bill for vacation of premises	5 days	30	107	137	104	10	114	23
Non payment of dues by the	15 days	11	98	109	95	4	99	10
Request for reconnection	24hrs	192	2,262	2,454	1,890	371	2,261	193
Consumer wanting disconnection	5 days	863	4,447	5,310	3,583	870	4,453	857

**FORMAT XI: Failure of Distribution Transformer**

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

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)%
7202	30	7232	2	2.77%

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: Mar-19  
Year: 2019

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)%
251	0	251	0	0.0%

**FORMAT XIII: Summary of Overall Standards of Performance.**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Mar-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	
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.		34154	34154	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.		8611	8607	4	99.95%
(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		13879	13879	0	100%
(v)	Continuous scheduled power outages		2389	2389	0	100.00%
(vi)	Replacement of burnt meter		2150	1942	95	90.33%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		08H:28M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1833	1833	0	100.00%
Reliability Indices						
4	SAIFI		0.075			
	SAIDI		0.034			
	CAIDI		0.457			
5	Frequency variation		0	0	0	0
6	Voltage imbalance		0	0	0	0
7	Percentage billing mistakes		0	0	0	0

**FORMAT XIV: Compensation Details**

Name of Company: BSES RAJDHANI POWER LIMITED.

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.					
(ii)	Augmentation	1.5% of the demand charges deposited by consumer for each day of					
(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					
(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						

Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		Mar-19		
Year:		2019		
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
118	338	9	0	0

Name of Company:		BSES RAJDHANI POWER LIMITED.		
Period of Report:		Mar-19		
Year:		2019		
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
482	79	2	0	2