Name of Company: Period of Report: BSES RAJDHANI POWER LIMITED. Mar-19 2019 Cumulative since starting of year

Departmental

FH NFH 0 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: Period of Report: Year: BSES RAJDHANI POWER LIMITED. Mar-19 2019 Remedies suggested by CEI/EI/AEI in Action taken to avoid recurrence of such accidents compensation
Nil Nil Nil Location of accident and Whether the remedy details of victim Cause of accident Nil various cases suggested is complied Date of occurrence Type of accident Findings of CEI/EI /AEI

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

Name of Company: Period of Report: Year: BSES RAJDHANI POWER LIMITED.

Year:	2019	,	T	1				,
		Pending			Com	plaints attended during the m	onth	Balance
Service Area	Standard	complaint of the previous month		Total Complaint	Within Specified Time	Beyond specified time	Total	complaint to be attended
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.		-	34154	34154	34154	0	34154	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			8611	8611	8607	4	8611	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)			13879	13879	13879	0	13879	0
Continuous Schduled Power Outage			2389	2389	2389	0	2389	0
Replacement of Burnt Meter or		14	2136	2150	1942	95	2037	113

FORMAT IV: Quality of Power Supply

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

Pending complaint of the previous month Balance emplaint to be attended Complaints attended during the month Service Area Complaint received during the month **Total Complaint** Within Specified Time Beyond specified time 1 Local Problem Tap setting of transformer Repair of Distribution 9=5-8 0 **8=6+7** 866 Line/transformer/ capacitor Installation and Up gradation of High Tension/ Low Tension

FORMAT V: Complaint about meters

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

		Pending			Com	Complaints attended during the month			
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	Balance complaint to be attended	
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	808	1,357	2165	1,199	129	1328	837	
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0	
Complaint lodged for defective /	Within fifteen days	694	1,759	2453	1,347	471	1818	635	
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	397	2,278	2675	1,750	506	2256	419	
Complaint lodged for stolen meter	to be replaced within 3days.	7	50	57	43	0	43	14	

ions / Additional Load, where power suppply can be provided from existing network

BSES RAJDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

		Pending			Com	plaints attended during the mo	onth	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
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

FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system.

BSES RAJDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

		Pending			Com	plaints attended during the m	onth	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
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)	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 distribtion 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

FORMAT VIII: Connection in un-electrified areas

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

		Pending			Con	plaints attended during the mo	onth	Balance
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
1	2	3	4	5=3+4	6	7	8=6+7	9=5-8
(Where connection from nearby	Within 4 months from Commission's approval	3	14	17	2	0	2	15
Projects (Where new network is to be laid or grid station needs to	Within 12 months from Commission's approval	0	0	0	0	0	0	0

FORMAT IX: Transfer of Consumer's connection and conversion of services.

BSES RAJDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

		Pending			Com	Balance		
Service Area	Standard	complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	complaint to be attended
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)		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	As per Regulation 11	0	0	0	0	0	0	0
Loop	7 D per negulation 11		· ·	· ·	· ·	0		· ·
If notice towards downward if	31st May of Financial	0	0	0	0	0	0	0
any is not sent	year	· ·	· ·	0	U	0	· ·	· ·

FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.

BSES RAJDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

		Pending		Total Complaint	Com	Balance		
Service Area	Standard	complaint of the previous month			With in Specified Time	Beyond Specified Time	Total	complaint to be attended
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

BSES RAJDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

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%
, and the second				
·				
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

BSES RAIDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

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.

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

SI. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)		aints 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%
<i>t</i> - 3	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	1		
	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%
		1	Reliability Indices 0.075			1
	SAIFI SAIDI		0.075			1
	CAIDI		0.034			
5	Frequency variation		0.437	0	0	0
	Voltage imbalance		0	0	0	0
	Percentage billing mistakes		0	0	0	0

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.

Period o	of Report: Mar-19							
rear:	2019							
SI. No.	Event	Compensation specified for violation of standard	Claim	ed	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.)	
	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							
	Total							

FORMAT XV: Unauthorized Use of Electricity

BSES RAJDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

	No. of Cases where UUE is established	No. of cases where appeal filed by the consumer before the Appellate	No. of cases decided by the Appellate Authority	No. of cases decided by the
No. of Cases Booked	by the Licensee	Authority	in favor of the Licensee	Appellate Authority in the favor of
118	338	9	0	0

FORMAT XVI: Theft of Electricity

BSES RAJDHANI POWER LIMITED. Mar-19 2019

Name of Company: Period of Report: Year:

	No. of complaints filed by the Licensee		No. of cases decided by the Special Court in	No. of cases decided by the Special
No. of Cases Booked	in Police Station	No. of cases in which judgement delivered by the Special Court	favor of Licensee	Court in favor of Consumer
482	79	2	0	2