

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: May-18
 Year: 2018

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	0	1	2	0	0	0	1	3

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

FORMAT II: Action taken report for safety measures compiled for the accidents occurred

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	Gali o. 5, Shakti Vihar School Road in Division Sarita Vihar New Delhi.	07.05.2018 at 3:30 PM	Non-Fatal	The person / owner of Ground Floor has constructed chajja and was reportedly installing a board over newly constructed chujja of roof top of Durga Jewellers at Gali No.5, Shakti Vihar got in vicinity of HT Overhead 11 KV insulated conductor that was guarded with guarding wires and somehow got electric shock. The circuit tripped immediately. After the accident, person was taken to Trauma Hospital by local people. Mr. Armit, injured is stable now and is recovering fast in Saldarjung Hospital.	NIL	NIL	NIL	NIL	NIL
2	Near H.No. 223, Satya Niketan, JJ Colony, New Delhi-110021.	12.05.2018 at 10:28 AM	Fatal	A telephonic complaint from Sh. Jagdish from H.No. 223, Satya Niketan was received at Complaint Centre Moti Bagh South on 12.05.2018 at 10:28 AM which was given to Sh Surgyan, Lineman who rushed to site and reported that he visited the site and checked in the presence of police officials that there was no current at site. The supply was disconnected for checking the current. At site, there was a dog found unconscious. On the instruction of police officials, he also dug the earth and no wire / conductor pertaining to BSES found beneath the ground, therefore, there is no possibility of leakage from any conductor / wire concerned with the area.					
3	Near Footpath Opposite Guru Gobind Singh Hospital	12.05.2018 at 11:56 Hours (Approx)	Non-Fatal	As reported by the people at site, while playing, Pappu aged about 9-10 years (Approx) entered into the dug trench and pierced the partially exposed cable by iron nail into it assuming it as a water pipe, resulting into flash and burn injuries. 33 KV cable digging (EHV) work carried out by M/S H.S.Power / Sterilite Co. Ltd. It also came to know from people at site, parents / relatives of victim took him to the hospital for further treatment. Photographs have been taken at site and iron nail recovered					

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: May-18
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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
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.		-	155653	155653	155646	7	155653	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			817	817	817	0	817	0
Continuous power supply failure requiring replacement of distribution transformer.			9	9	9	0	9	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			47810	47810	47810	0	47810	0
Continuous Scheduled Power Outage			734	734	734	0	734	0
Replacement of Burnt Meter or Stolen Meter		2	4672	4674	4415	259	4674	0

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
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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
Local Problem	4 hours	0	7235	7235	7235	0	7235	0
Tap setting of transformer								
Repair of Distribution Line/transformer/ capacitor Installation and Up gradation of High Tension/ Low Tension System								

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
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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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	2650	1193	3843	668	62	730	3113
Complaint lodged for accuracy test	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	3196	2181	5377	1506	257	1763	3614
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	1715	4808	6523	2606	1788	4394	2129
Complaint lodged for stolen meter		22	55	77	34	19	53	24

FORMAT VI: New Connections / Additional Load, where power supply can be provided from existing network

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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	5127	20314	25441	19230	1122	20352	5089
New Connection where RoW or road Cutting permission is required	15 days	57	20	77	14	0	14	63
New Connection where no RoW or road Cutting permission is required	7 days	336	318	654	262	12	274	380
New Connection where RoW or road Cutting permission is required	15 days	57	8	65	6	0	6	59

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

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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		5184	20334	25518	19244	1122	20366	5152
Additional Load		393	326	719	268	12	280	439

FORMAT VIII: Connection in un-electrified areas

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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	16	40	56	24	0	24	32

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

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	519	3670	4189	3552	26	3578	611
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	135	2479	2614	2375	17	2392	222
Change of Category	As per Regulation 17 (5)	91	428	519	382	28	410	109
Incase connection is denied after receipt of payment against demand note		128	259	387	210	135	345	42
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.

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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	475	589	1064	327	42	369	695
Final bill for vacation of premises / Non payment of dues by the	5 days / 15 days	60 / 30	110 / 236	170 / 266	83 / 231	2 / 0	85 / 231	85 / 35
Request for reconnection	24hrs	570	1005	1575	234	772	1006	569
Consumer wanting disconnection	5 days	2115	4443	6558	2784	1407	4191	2367

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: May-18
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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)%
7027	15	7042	1	0.014200511

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.
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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)%
249	1	250	1	40%

Note= 1 PTR failed at okhla ph-2 Grid and was replaced by spare one

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: May-18
 Year: 2018

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.		155653	155646	7	100%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		817	817	0	100%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		9	8	1	89%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		47810	47810	0	100%
(v)	Continuous scheduled power outages		734	734	0	100.00%
(vi)	Replacement of burnt meter		4674	4415	259	94.46%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		08:04 hr			
	Restoration of supply by 6:00 PM		NIL			
3	Faults in street light maintained by the		2583	2583	0	
Reliability Indices						
4	SAIFI		0.136			
	SAIDI		0.159			
	CAIDI		1.17			
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.
 Period of Report: May-18
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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 default					
(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 default subject					
(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						

FORMAT XV: Unauthorized Use of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: May-18
 Year: 2018

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	No. of cases decided by the Appellate Authority in the favor of
229	67	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: May-18
 Year: 2018

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
1306	1022	5	0	5