

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-17
 Year: 2017

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	1	0	0	1	0	1	0	1

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: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-17
 Year: 2017

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	A-92, Harkesh Nagar, New Delhi.	05.12.2017	Fatal	A dead body on the terrace of A-092, Harkesh Nagar was found on 05.12.2017. The Lineman checked and found the circuit healthy and load was running on all 03 Phases. Cause of death is yet to confirm, Post-Mortem Report is awaited.	N.A.	N.A.	N.A.	Yet to decide.	N.A.

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-17
 Year: 2017

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.		-	40368	40368	40365	3	40368	0

Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			324	324	324	0	324	0
Continuous power supply failure requiring replacement of distribution transformer.			3	3	3	0	3	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			13254	13254	13254	0	13254	0
Continuous Scheduled Power Outage			1317	1317	1317	0	1317	0
Replacement of Burnt Meter or Stolen Meter	12		2543	2555	2372	137	2509	46

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-17
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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	638	638	638	0	638	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	0	2861	2861	1136	44	1180	1681
Complaint lodged for accuracy test	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	0	2297	2297	1268	62	1330	967
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	0	4625	4625	3133	896	4029	596
Complaint lodged for stolen meter		0	57	57	36	0	36	21

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	0	17509	17509	2130	10159	12289	5220
New Connection where RoW or road Cutting permission is required	15 days	0	37	37	10	6	16	21
New Connection where no RoW or road Cutting permission is required	7 days	0	211	211	115	7	122	89

New Connection where RoW or road Cutting permission is required	15 days	0	19	19	11	0	11	8
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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		4399	16298	20697	4140	12657	16797	3900
Additional Load		117	227	344	161	38	199	145

FORMAT VIII: Connection in un-electrified areas

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
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from Commission's approval	27	31	58	33	1	34	24
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

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-17
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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	99	2887	2986	2791	18	2809	177
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	35	533	568	519	10	529	39
Change of Category	As per Regulation 17 (5)	60	676	736	687	18	705	31
Incase connection is denied after receipt of payment against demand note	-	76	432	508	61	253	314	194
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	272	368	640	373	47	420	220
Final bill for vacation of premises /	5 days	17	95	112	73	1	74	38
Non payment of dues by the	15 days	5	126	131	122	0	122	9
Request for reconnection	24hrs	180	1433	1613	797	618	1415	198
Consumer wanting disconnection	5 days	684	3391	4075	2361	978	3339	736

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Dec-17
Year: 2017

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)%
6972	10	6982	2	0.028645087

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: Dec-17
Year: 2017

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)%
246	2	248	0	0

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 XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Dec-17
Year: 2017

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.		40368	40365	3	99.90%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		324	324	0	100%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		13254	13254	0	100%
(v)	Continuous scheduled power outages		1317	1317	0	100%
(vi)	Replacement of burnt meter		2555	2372	137	92.84%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07:33HRS			
	Restoration of supply by 6:00 PM		NIL			
3	Faults in street light maintained by the		1052	1042	10	99.05%
Reliability Indices						
4	SAIFI		0.032			
	SAIDI		0.0383			
	CAIDI		1.1969			
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: Dec-17
Year: 2017

Sl. No.	Event	Compensation specified for	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		0	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	0	0	0	0	0
(ii)	Augmentation	1.5% of the demand charges deposited	0	0	0	0	0
(iii)	Un-electrified	1% of the amount deposited by	0	0	0	0	0
(iv)	Connection denied	1.5% of the demand charges deposited	0	0	0	0	0
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract	0	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	0	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default	0	0	0	0	0
4	Notice for downward	Rs. 500 for each case	0	0	0	0	0
5	Change of category	Rs. 100 for each day of default	0	0	0	0	0
6	Complaints in billing	10% of excess amount billed	0	0	0	0	0
7	Replacement of	Rs.50 for each day of default	0	0	0	0	0
8	Fault in street	Rs. 75 for each day of default	0	0	0	0	0
9	Voltage fluctuations		0	0	0	0	0
10	Power Supply Failure		0	0	0	0	0
11	Total		0	0	0	0	0

FORMAT XV: Unauthorized Use of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-17
Year: 2017

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	No. of cases decided by the Appellate Authority in favor of the	No. of cases decided by the Appellate Authority in the favor of
3	158	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-17
Year: 2017

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
1059	735	4	2	2