

Service Area	Standard	Complaint of the previous month	Complaint received during the 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=5-8
Local Problem	4 hours	0	869	869	869	0	869	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.
 Period of Report: Jan-18
 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
					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	1215	1021	2236	556	15	571	1665
Complaint lodged for accuracy test	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	888	2268	3156	1492	58	1550	1606
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	626	3451	4077	2585	581	3166	911
Complaint lodged for stolen meter		19	63	82	61	10	71	11

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-18
 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
					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	3856	17508	21364	14236	2269	16505	4859
New Connection where RoW or road Cutting permission is required	15 days	44	36	80	25	3	28	52
New Connection where no RoW or road Cutting permission is required	7 days	114	236	350	176	4	180	170
New Connection where RoW or road Cutting permission is required	15 days	31	13	44	7	2	9	35

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-18
 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
					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		3900	17544	21444	14261	2272	16533	4911
Additional Load		145	249	394	183	6	189	205

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jan-18
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
					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	24	24	48	36	0	36	12
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							

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jan-18
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
					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	177	3582	3759	3544	30	3574	185
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	39	651	690	603	12	615	75
Change of Category	As per Regulation 17 (5)	31	553	584	475	14	489	95
Incase connection is denied after receipt of payment against demand note	-	194	347	541	201	204	405	136
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: Jan-18
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
					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	220	281	501	164	21	185	316
Final bill for vacation of premises /	5 days	38	90	128	77	1	78	50
Non payment of dues by the	15 days	9	209	218	201	0	201	17
Request for reconnection	24hrs	198	1759	1957	1119	577	1696	261
Consumer wanting disconnection	5 days	736	3424	4160	2459	558	3017	1143

FORMAT XI: Failure of Distribution Transformer

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

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)%
6982	15	6997	3	0.042875518
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: Jan-18				
Year: 2018				
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)%
248	1	249	0	0

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company: BSES RAJDHANI POWER LIMITED.						
Period of Report: Jan-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.		43147	43147	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.		325	325	0	100%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		6	6	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		15185	15185	0	100%
(v)	Continuous scheduled power outages		1386	1385	1	100%
(vi)	Replacement of burnt meter		2902	2833	63	97.62%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07:44HRS			
	Restoration of supply by 6:00 PM		NIL			
3	Faults in street light maintained by the		1424	1408	16	98.88%
Reliability Indices						
4	SAIFI		0.036			
	SAIDI		0.041			
	CAIDI		1.1417			
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: Jan-18							
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						

(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					
(iii)	Un-electrified	1% of the amount deposited by					
(iv)	Connection denied	1.5% of the demand charges deposited					
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract					
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: Jan-18					
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	
30	45	3	0	0	
0	0	0	0	0	

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.					
Period of Report: Jan-18					
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	
1302	1141	1	1	0	
0	0	0	0	0	

265.14

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jan-18

Year: 2017

Number of Accidents during the month					Cumulative since		Cumulative since starting of		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
-	1	-	-	-	1	1	1	-	1
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

FH- Fatal Human

NFH- Non Fatal Human

FA- Fatal Animal

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-18
 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.	0	-	43147	43147	43147	0	43147	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	325	325	325	0	325	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	6	6	6	0	6	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	15185	15185	15185	0	15185	0
Continuous Scheduled Power Outage	0	0	1386	1386	1385	1	1386	0
Replacement of Burnt Meter or Stolen Meter	0	46	2856	2902	2833	63	2896	6

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jan-18
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
					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	1215	1021	2236	556	15	571	1665
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	888	2268	3156	1492	58	1550	1606
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	626	3451	4077	2585	581	3166	911
Complaint lodged for stolen meter		19	63	82	61	10	71	11

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jan-18
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
					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	3856	17508	21364	14236	2269	16505	4859
New Connection where RoW or road Cutting permission is required	15 days	44	36	80	25	3	28	52
New Connection where no RoW or road Cutting permission is required	7 days	114	236	350	176	4	180	170
New Connection where RoW or road Cutting permission is required	15 days	31	13	44	7	2	9	35

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jan-18
 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
					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	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0
3. Electrified areas (where new distribution transformer is required)	Within 4 months from receipt of payment	0	0	0	0	0	0	0
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days	0	0	0	0	0	0	0
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days	0	0	0	0	0	0	0
New Connections		3900	17544	21444	14261	2272	16533	4911
Additional Load		145	249	394	183	6	189	205

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jan-18
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
					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	24	24	48	36	0	36	12
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: Jan-18
 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
					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	177	3582	3759	3544	30	3574	185
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	39	651	690	603	12	615	75
Change of Category	As per Regulation 17 (5)	31	553	584	475	14	489	95
Incase connection is denied after receipt of payment against demand note	-	194	347	541	201	204	405	136
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 XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jan-18
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	Failed transformer	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
6982	15	6997	3	0.042875518
0	0	0	0	0
0	0	0	0	0
0	0	0	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 XI: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jan-18
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)%
248	1	249	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	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: Jan-18
 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.		43147	43147	0	100%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		325	325	0	100%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		6	6	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		15185	15185	0	100%
(v)	Continuous scheduled power outages		1386	1385	1	100%
(vi)	Replacement of burnt meter		2902	2833	63	97.62%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07:44HRS	0	0	0
	Restoration of supply by 6:00 PM		NIL	0	0	0
3	Faults in street light maintained by the		1424	1408	16	98.88%
Reliability Indices						
4	SAIFI		0.036	0	0	0
	SAIDI		0.041	0	0	0
	CAIDI		1.1417	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

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
 Period of Report: Jan-18
 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: Jan-18
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
30	45	3	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Jan-18
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
1302	1141	1	1	0
0	0	0	0	0