

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-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	1	0	0	2	2	1	5	1	9

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.
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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	33 KV Grid Sub-Station, Adchini, New Delhi	12.08.2018 at 2:35 Hrs	Non-Fatal	There was planned shut down PTW taken by Sh. Ishwar Dass, AM (O) to check moisture sound in breaker and CT-PTW No. 386 / 38580. 11 KV break-down team also done there job properly by shorting the 11 KV cable end and CT etc. also. They did it on FSS. Thus, there was proper safety zone. The staff of M/S H.S.Power was properly briefed about their job..It is confirmed that it is their routine practiced before start of job. Fitter, Mr. Shiv Narain was team leader for M/S H.S.Power. He deputed one newly joined ALM, Mr. Avinash for cleaning of breaker. Mr. Avinash has cleaned breaker and then moved towards inside the trolley chamber to clean the spoits, while these spoits were not accessible to him. It seems that he tried to clean inner side also with his own wisdom and found flashed due to cloth touching.	NIL	NIL	NIL	NIL	NIL
2	RZ G-249 / B, Raj Nagar-II, Palam Colony New Delhi-110045.	20.08.2018 at about 9:09 PM	Non-Fatal	As per SDO Sec-9, Dwarka, BSES, Store Sect-8 feeder from G-7 PPK Grid tripped at first switching station due to flash at RZ G-249 / B, Raj Nagar-II, Palam Colony, New Delhi-110045. A Non-fatal accident occurred of a boy may be while flying kites with metal-coated thread near O/H electric line or maybetrying to catch the flying conducting object which was already touching with the O/H line near the iron window in Second Floor of H.No. RZG-249 / B, Raj Nagar-II, Palam Colony. Victim was taken to Divya Prastha Hospital for treatment.	NIL	NIL	NIL	NIL	NIL

3	Near G. D. Goyenka School, Madanpur Khaddar,	23.08.2018 at about 6:30 PM	Non-Fatal	The information gathered from site reveals that Sh Rajesh Yadav parked his truck No. HR38W1878 below 11 kV overhead line near G D Goenka Public School, Madanpur Khadar. He then climbed top of his truck No. HR38W1878 and was trying to cover truck body with tarpal at around 6:30 PM. While doing this he touched HT 11 kV line above him. In the process he got electric shock. The HT line got tripped from the RMU at LIG DDA Flat S/stn. He was taken to Lok Manya Tilak hospital for Treatment.	NIL	NIL	NIL	NIL	NIL
4	0	0	0	0	0	0	0	0	0
5	0	0	0	0	0	0	0	0	0

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

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

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.		-	117423	117423	117423	0	117423	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			769	769	769	0	769	0
Continuous power supply failure requiring replacement of distribution transformer.			10	10	10	0	10	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			42898	42898	42898	0	42898	0
Continuous Scheduled Power Outage			535	535	535	0	535	0
Replacement of Burnt Meter or Stolen Meter		0	4064	4064	3900	164	4064	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	4037	4037	4037	0	4037	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	2917	472	3389	705	272	977	2412
Complaint lodged for accuracy test of meter	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck	Within fifteen days	1320	673	1993	760	243	1003	990
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	843	905	1748	596	449	1045	703
Complaint lodged for stolen meter		6	8	14	4	4	8	6

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	6735	16937	23672	13677	1246	14923	8749
New Connection where RoW or road Cutting permission is required	15 days	15	21	36	11	12	23	13
New Connection where no RoW or road Cutting permission is required	7 days	201	197	398	142	29	171	227
New Connection where RoW or road Cutting permission is required	15 days	6	7	13	4	5	9	4

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		6750	16958	23708	13688	1258	14946	8762
Additional Load		207	204	411	146	34	180	231

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	14	9	23	3	0	3	20
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.
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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	186	351	537	381	47	428	109
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	211	135	346	100	15	115	231
Change of Category	As per Regulation 17 (5)	63	35	98	48	11	59	39
Incase connection is denied after receipt of payment against demand note	-	176	97	273	53	146	199	74
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.
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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	546	56	602	115	20	135	467
Final bill for vacation of premises / change	5 days	35	24	59	25	2	27	32
Non payment of dues by the consumer	15 days	29	10	39	9	1	10	29
Request for reconnection	24hrs	94	117	211	48	65	113	98
Consumer wanting disconnection	5 days	841	659	1500	625	321	946	554

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-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)%
7067	15	7082	9	12.71%
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: Aug-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)%
251	0	251	0	0.0%

FORMAT XIII: Summary of Overall Standards of Performance.						
Name of Company: BSES RAJDHANI POWER LIMITED.						
Period of Report: Aug-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.		117423	117423	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.		769	769	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		10	10	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		42898	42898	0	100%
(v)	Continuous scheduled power outages		535	535	0	100%
(vi)	Replacement of burnt meter		4064	3900	164	95.96%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		08:04hr			
	Restoration of supply by 6:00 PM		NIL			
3	Faults in street light maintained by the licensee		3148	3143	5	99.84%
Reliability Indices						
4	SAIFI		0.3766			
	SAIDI		0.311			
	CAIDI		0.83			
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: Aug-18
Year: 2018

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 to maximum of the					
(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: Aug-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 Licensee	No. of cases decided by the Appellate Authority in the favor of the consumer
277	243			

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-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
1140	937	2		2