

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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
1	0	3	0	4	2	0	5	1	7

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	MTNL Pole near House No. D-105, Tagore Garden Extension, Opposite Janta Pushpak Bhandar	02.07.2018 at 21:40 Hrs Approx	Fatal	As per information received from Sh. Ajit, Head Constable, Delhi Police, a person (Unknown) electrocuted at MTNL Tubular pole on which cable TV / Internet network was lying near H.No. D.105, Tagore Garden Extension Opposite Janta Pushpak Bhandar. Lineman attended the complaint along with police personnel and stated there was current leakage from MTNL pole only which is located 15 feet approx far from our LT network, immediately, he removed all the net cable and support wires from MTNL pole. At site, it is further observed that BSES LT Network is lying across the street towards the houses and no leakage of any kind observed there and while MTNL pole is situated on other side of the street 15 feet approx and no BSES Cable or Network lying or connected on that MTNL pole. Police personnel took the photographs and seized the cable TV / internet box along with wires of the same barricaded the incident area and electrocuted person taken to Deen Dayal Upadhyay Hospital, Hari Nagar prior to that as information received from site.	NIL	NIL	NIL	NIL	NIL
2	RZ-169 / 2, Kh. No. 491, F/F, Gali No. 32, Sadh Nagar, Near Pradhan Chowk, Palam Colony, New Delhi	06.07.2018 near about 7:00 Hrs.	Non-Fatal	Sh. Manish Kumar during his personal visit on 19.07.2018 at Sect-6, Dwarka O&M Palam Office has stated that her daughter Tamanna Yaduvanshi had accidentally touched the high voltage transmission wire passing near to their balcony.	NIL	NIL	NIL	NIL	NIL
3	Jatav Mohalla, Tughlakabad Village, New Delhi.	09.07.2018 at 11:40 AM	Fatal	On preliminary investigation, it was found that Sh. Dhiraj Kumar, Lineman got electric shock when came in contact with live street light phase (as reported by residents). He was taken to hospital by team members. It is also informed that the switching of Street light is under the jurisdiction of MCD.	NIL	NIL	NIL	NIL	NIL
4	Area of Rajendra Park Extension, near Poonam Jewellers, Nangloj, New Delhi.	11.07.2018	Non-Fatal	This is to inform you that we received a telephonic complaint received on call center wide no.- 4289 dated 11/07/2018 from Sh. Vinod Kumar Goel, one unknown person might be Cable Operator was trying to tie and hang some TV / Internet cable on BSES electric Pole where live High tension 11KV HVDS cable was passing through the area of Rajendra park extn, Near Poonam Jewellers, Nangloj, New Delhi. While trying to fix the cable on the electric pole he fell on the ground and got some physical injuries. The complained comes at 10.39 AM on dated 11-07-2018 from Rajendra park extn, Near Poonam Jewellers, Nangloj, New Delhi. The line man reach at site at 11.15AM, and found no person found at site, they found two nos stairs at site. They also check the current or leakage in pole but they did not found the current in HVDS pole. As per near by persons and complaint, one person fell down while trying to hang TV / Internet cable on BSES electric Pole and their relatives admits him to (unknown) hospital In this connection, we would like to inform you this unauthorized person or the Cable Operator did not take any permission from BSES Department for doing the above work. He was doing it	NIL	NIL	NIL	NIL	NIL

5	D-Block, JJ Colony, Madanpur Khadar, Ph-II, New Delhi.	14.07.2018 at about 9:00 AM	Non-Fatal	The information gathered from site reveals that Smt Babi was throwing garbage containing GI wire from the roof of her house D 153 JJ Colony Ph 2 at around 09:00 AM. The GI wire touched the HT line in proximity to her house. In the process she and her son Sh Rahul got electric shock. The HT line got tripped from the RMU at Sabzi Mandi 5/stn. She and her Son was taken to Sanjeevni Hospital for Treatment.	NIL	NIL	NIL	NIL	NIL
6	H.No. E-2 / 22 A, Shivrampark, E-2 Block, Nangloi, New Delhi	14.07.2018 at about 1:30 PM to 2:00 PM	Fatal	I would like to bring to your kind notice regarding fatal accident happened in my sub division area on 14.07.2018 (Saturday) in which one person lost his life due to electrocution at E-2 /22A Shivram Park, Nangloi. It came to knowledge that the person namely Shri Harish got in touch with 11KV live line while trying to pull out some cloth (saree) which was lying on 11KV line / 25KVA DT HVDS network from his house terrace /roof. It also came to notice that the person used the curtain iron pipe to pull out the cloth from the live 11KV cable. This accident was stated to be happened between 1.30PM to 2.00PM on 14.07.2018. It is also brought to your notice that all our protection system was in place and supply tripped on time right from local RMU and FSS but despite the said person did not survive as he totally ignored all the safety precaution while getting the cloth from the live 11KV line. He did not inform BSES office for switching off the power supply. The necessary detail of the deceased person who stated to be 35 years of age is given below	NIL	NIL	NIL	NIL	NIL
7	Near Tagore School, Lalu Colony, Meethapur Village, New Delhi	26.07.2018 at 8:20 PM	Fatal	As per information received from calls from Circle South and various public sources (Sh. Rakesh from Meethapur Village) that a PCR Complainant exists for area Tagore School, Lalu Colony. It was learnt that a person was lying reportedly dead near a street light pole. Sh. Radheyshyam, Lineman switched off the supply of that pole and the body was removed. The area was completely waterlogged. These poles were installed 2-3 days ago as learnt from EESL team, Sh. Sujeet. BSES never provided supply to that pole neither it was informed to our office about the poles energization. As gathered from site, the dead person was drunk and actual cause of death is still unknown.	NIL	NIL	NIL	NIL	NIL
8	A-1 Block, JJ Colony, Madanpur Khadar, Ph-II, New Delhi	29.07.2018 at about 3:30 PM	Non-Fatal	The information gathered from site reveals that Smt Meeta was picking up wet cloth which was fallen on nearby HVDS line through a broom / wiper having metal rod from the Balcony of her house A-1 / 955, JJ Colony, Madanpur Khadar, Ph-II at around 3:30 PM. The metal rod touched the HVDS line. In this process, she got electric shock. The HT Line got tripped from the RMU at Tikona Park 5/Stn. She was taken to SAFdarjung Trauma Center for treatment.	NIL	NIL	NIL	NIL	NIL

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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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.		-	158342	158342	158341	1	158342	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			726	726	726	0	726	0
Continuous power supply failure requiring replacement of distribution transformer.			12	12	12	0	12	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			51701	51701	51701	0	51701	0
Continuous Scheduled Power Outage			501	501	501	0	501	0

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		3576	18145	21721	13309	1662	14971	6750
Additional Load		201	275	476	232	37	269	207

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	9	8	17	3	0	3	14
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	195	3414	3609	3328	95	3423	186
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	250	3105	3355	3059	85	3144	211
Change of Category	As per Regulation 17 (5)	60	492	552	435	54	489	63

Incase connection is denied after receipt of payment against demand note	-	102	1348	1450	641	724	1365	85
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	383	1318	1701	988	167	1155	546
Final bill for vacation of premises / change	5 days	40	143	183	148	0	148	35
Non payment of dues by the consumer	15 days	19	204	223	194	0	194	29
Request for reconnection	24hrs	93	751	844	407	343	750	94
Consumer wanting disconnection	5 days	885	3802	4687	2412	1434	3846	841

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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)%
7057	10	7067	8	11.32%

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: Jul-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.
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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.		158342	158341	1	100.00%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		726	726	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		12	12	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		51701	51701	0	100%
(v)	Continuous scheduled power outages		501	501	0	100.00%
(vi)	Replacement of burnt meter		5836	4728	1108	81.01%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07:47hr			
	Restoration of supply by 6:00 PM		NIL			
3	Faults in street light maintained by the licensee		3220	3213	7	99.78%
Reliability Indices						
4	SAIFI		0.15			
	SAIDI		0.17			
	CAIDI		1.13			
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: Jul-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 to maximum of the amount paid as per demand note.					
(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: Jul-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 the consumer
256	212	0	0	0

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FORMAT XVI: Theft of Electricity							
Name of Company:		BSES RAJDHANI POWER LIMITED.					
Period of Report:		Jul-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
1127	921	4			3		1