

FORMAT I: Fatal and non-fatal accident report

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

Departmental		Number of Accidents during the month			Cumulative since starting of year		Cumulative since starting of year		
		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	3	1	1	2	1	8	2	10

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	80-A, Village Hamayunpur, Safdarjung Enclave, New Delhi	15.08.2018	Fatal	The fire occurred during cooking which further spread in nearby items along with meter installation nearby. The victim who was living on second floor fell down from staircase on burning materials during escape. There is no fire due to short circuit and person died not due to electric burn.	NIL	NIL	NIL	NIL	NIL
2	Village Ghumanhera	06.09.2018	Fatal Animal	The BSES LV Network near by the accident site by virtue of design is fully insulated and secured. On this pole, there is no distribution box etc. There is only insulated armoured cable. This is the area where electricity T&D losses are more than 70 percent due to electricity theft as mostly places cables are deliberately punctured by nailing by the local villagers for electricity theft. Leakage current may be due to these punctured cables in rain. Moreover main cause to this accident is not clear.	NIL	NIL	NIL	NIL	NIL
3	H.NO. 1/6 466; near Peepal Chowk, Sangam Vihar, New Delhi 110062	15.09.2018 at 8:30 AM	Fatal & Non-Fatal	A fatal accident occurred at H.NO.-1/6 466 near peepal chowk sangam vihar New delhi 110062 on dated 15/09/18 at 8:30 AM. After inspecting the site & gathering information from neighbours it is found that victim used to dry clothes on the cable TV wire which was tied to kitchen window and out side water pvc pipe. The cable was in threadbare condition. This cable TV wire might have got broken and touch the live part of HVDS. At that time lady (Rajwati devi 40year) was in the kitchen and electrocuted and probably to save her mother her son (Amarjeet 24years) also got electrocuted and similarly her husband (surender 45year) also got lot of flashes on his body and still trying to recover.	NIL	NIL	NIL	NIL	NIL
4	Chandan Haula	27.09.2018 at around 19:45 Hrs.	Fatal	The premises has a large iron gate (with mud and accumulated water in a pit opposite to gate) This gate opens both sides - inside and outside. Our poles are at a distance of armd 7 feet from the premises. Deceased opened the gate outside and the iron gate presumably touched our Lt service cable. This area has high losses, with people sometimes resorting to theft by puncturing LT cables. The touching of gate & cable and presence of water outside gate, might have led to the electrocution of the deceased.	NIL	NIL	NIL	NIL	NIL

Repair of Distribution Line/transformer/ capacitor Installation and Up gradation of High Tension/ Low Tension								
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FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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
					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	3,211	2,506	5,717	1,621	1,364	2,985	2,732
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	1,295	3,437	4,732	3,157	355	3,512	1,220
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	791	3,890	4,681	3,039	1,058	4,097	584
Complaint lodged for stolen meter		6	48	54	38	0	38	16

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	8749	16306	25055	12540	2314	14854	10201
New Connection where RoW or road Cutting permission is required	15 days	13	20	33	6	0	6	27
New Connection where no RoW or road Cutting permission is required	7 days	227	165	392	115	46	161	231
New Connection where RoW or road Cutting permission is required	15 days	4	7	11	2	1	3	8

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		8762	16326	25088	12546	2314	14860	10228
Additional Load		231	172	403	117	47	164	239

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	20	6	26	9	0	9	17

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.

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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	153	3,081	3,234	3,052	58	3,110	124
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	316	2,496	2,812	2,489	52	2,541	271
Change of Category	As per Regulation 17 (5)	81	442	523	416	65	481	42
Incase connection is denied after receipt of payment against demand note	-	190	1,278	1,468	455	860	1,315	153
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	596	517	1,113	354	25	379	734
Final bill for vacation of premises	5 days	48	149	197	145	0	145	52
Non payment of dues by the	15 days	16	239	255	238	2	240	15

Request for reconnection	24hrs	104	715	819	530	206	736	83
Consumer wanting disconnection	5 days	811	3,482	4,293	2,610	875	3,485	808

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
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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)%
7082	10	7092	7	9.87%

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)%
251	0	251	0	0.0%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-18
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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.		60168	60168	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.		9241	9241	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		9	9	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		25250	25250	0	100%
(v)	Continuous scheduled power outages		587	587	0	100.00%
(vi)	Replacement of burnt meter		4064	3900	164	95.96%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07H:50M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		2807	2799	8	99.71%
Reliability Indices						
4	SAIFI		0.1757			
	SAIDI		0.1504			
	CAIDI		0.86			
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.
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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					
(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.
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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
297	212	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-18
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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
1118	760	5	1	4