

**FORMAT I: Fatal and non-fatal accident report**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Nov-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   | 0       | 0  | 1   | 1                                 | 0   | 0                                 | 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: Nov-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       | Plot No. Q-23, New No. RZ Q-20, GF, Kh-16 / 12, Gali No. 11, Nanda Block, Mahavir Enclave, Palam Colony, New Delhi. Sh. Jagdish, General Public. | 02.11.2017 at 14:09 PM | Non-Fatal        | Flash occurred during whitewashing by one of the labours named Sh. Jagdish. | 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: Nov-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. |          |   | 26956                               | 26956           | 26956                                | 0                     | 26956 | 0                                |
| Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.                             |          |   | 3675                                | 3675            | 3675                                 | 0                     | 3675  | 0                                |
| Continuous power supply failure requiring replacement of distribution transformer.  |          |   | 4                                   | 4               | 4                                    | 0                     | 4     | 0                                |

|   |  |  |       |       |       |   |       |   |
|---|--|--|-------|-------|-------|---|-------|---|
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) |  |  | 14481 | 14481 | 14481 | 0 | 14481 | 0 |
| Continuous Scheduled Power Outage   |  |  | 1075  | 1075  | 1075  | 0 | 1075  | 0 |
| Replacement of Burnt Meter or Stolen Meter  |  |  |       |       |       |   |       |   |

**FORMAT IV: Quality of Power Supply**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Nov-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=5-8                            |
| Local Problem  | 4 hours  | 0                                       | 614                                 | 614             | 614                                  | 0                     | 614   | 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: Nov-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 |
|--|--|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|  |  |   |                                     |                 | 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**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Nov-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 |
|--|----------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|  |          |   |                                     |                 | 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                                |

**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: Nov-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 |
|---|---|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|   |   |   |                                     |                 | 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   |   | 3770                                    | 16962                               | 20732           | 3827                                 | 12506                 | 16333 | 4399                             |
| Additional Load   |   | 72                                      | 363                                 | 435             | 278                                  | 40                    | 318   | 117                              |

**FORMAT VIII: Connection in un-electrified areas**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Nov-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 |
|--|---|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|  |   |   |                                     |                 | 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  | 0                                       | 0                                   | 0               | 0                                    | 0                     | 0     | 0                                |
| 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: Nov-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 |
|--------------------|---|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|                    |   |   |                                     |                 | 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 | 117                                     | 2961                                | 3078            | 2942                                 | 37                    | 2979  | 99                               |
| Load Reduction     | Within ten days of acceptance of application, shall be effective from next billing cycle      | 30                                      | 579                                 | 609             | 564                                  | 10                    | 574   | 35                               |
| Change of Category | As per Regulation 17 (5)  | 52                                      | 599                                 | 651             | 535                                  | 56                    | 591   | 60                               |

|  |                            |    |     |     |    |     |     |    |
|--|----------------------------|----|-----|-----|----|-----|-----|----|
| Incase connection is denied after receipt of payment against demand note | -                          | 69 | 277 | 346 | 48 | 222 | 270 | 76 |
| 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: Nov-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 |
|---------------------------------------|-----------------------------------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
|                                       |                                   |   |                                     |                 | 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 | 123                                     | 531                                 | 654             | 340                                  | 42                    | 382   | 272                              |
| Final bill for vacation of premises / | 5 days                            | 24                                      | 87                                  | 111             | 93                                   | 1                     | 94    | 17                               |
| Non payment of dues by the            | 15 days                           | 4                                       | 194                                 | 198             | 193                                  | 0                     | 193   | 5                                |
| Request for reconnection              | 24hrs                             | 170                                     | 1216                                | 1386            | 744                                  | 462                   | 1206  | 180                              |
| Consumer wanting disconnection        | 5 days                            | 609                                     | 3477                                | 4086            | 2519                                 | 883                   | 3402  | 684                              |

**FORMAT XI: Failure of Distribution Transformer**

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Nov-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)%                              |
| 6964   | 8   | 6972                                      | 3  | 0.04302926                                  |
|  |   |   |  |   |
|  |   |   |  |   |

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: Nov-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   | 0  | 246                                | 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: Nov-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 |                                      |
| <b>1. Power Supply Failure</b> |              |                                  |                                     |                         |                       |                                      |

|                                   |   |  |           |       |     |        |
|-----------------------------------|---|--|-----------|-------|-----|--------|
| (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. |  | 26956     | 26956 | 0   | 100%   |
| (ii)                              | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.                             |  | 3675      | 3675  | 0   | 100%   |
| (iii)                             | Continuous power supply failure requiring replacement of distribution transformer.  |  | 4         | 4     | 0   | 100%   |
| (iv)                              | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above   |  | 14481     | 14481 | 0   | 100%   |
| (v)                               | Continuous scheduled power outages  |  | 1075      | 1075  | 0   | 100%   |
| (vi)                              | Replacement of burnt meter  |  | 2617      | 2514  | 103 | 96.06% |
| <b>Period of Scheduled Outage</b> |   |  |           |       |     |        |
| 2                                 | Maximum duration in a single stretch  |  | 07:12 HRS |       |     |        |
|                                   | Restoration of supply by 6:00 PM  |  | 1075      |       |     |        |
| 3                                 | Faults in street light maintained by the  |  | 1048      | 1034  | 14  | 98.70% |
| <b>Reliability Indices</b>        |   |  |           |       |     |        |
| 4                                 | SAIFI   |  | 0.001     |       |     |        |
|                                   | SAIDI   |  | 0.0034    |       |     |        |
|                                   | CAIDI   |  | 3.4000    |       |     |        |
| 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: **Nov-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: **Nov-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 |
|---------------------|---|--|---|---|
| 62                  | 445   | 12   | 1   | 1   |

**FORMAT XVI: Theft of Electricity**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Nov-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 |
|---------------------|---|--|--|--|
| 1569                | 1352  | 18   | 8  | 10   |
|                     |   |  |  |  |