

Continuous power supply failure requiring replacement of distribution transformer.			1	1	1	0	1	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			14250	14250	14250	0	14250	0
Continuous Scheduled Power Outage			1765	1765	1765	0	1765	0
Replacement of Burnt Meter or Stolen Meter	94		2432	2526	2273	140	2413	113

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-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=5-8
Local Problem	4 hours	0	1246	1246	1246	0	1246	0
Tap setting of transformer								
Repair of Distribution Line/transformer/ capacitor								
Installation and Up gradation of High Tension/ Low Tension								

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-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
					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	1558	907	2465	886	463	1349	1116
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	1202	3264	4466	3076	231	3307	1159
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	443	2740	3183	2118	622	2740	443
Complaint lodged for stolen meter		10	39	49	39	0	39	10

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

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 Period of Report: Dec-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
					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	5,881	14,581	20462	8,380	3,179	11559	8903
New Connection where RoW or road Cutting permission is required	15 days	1	0	1	0	0	0	1
New Connection where no RoW or road Cutting permission is required	7 days	138	144	282	90	39	129	153
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0

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: Dec-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
					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		5882	14581	20463	8380	3179	11559	8904
Additional Load		138	144	282	90	39	129	153

FORMAT VIII: Connection in un-electrified areas								
Name of Company: BSES RAJDHANI POWER LIMITED.								
Period of Report: Dec-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
					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	10	14	24	16	0	16	8
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: Dec-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
					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.	163	3,949	4,112	3,952	36	3,988	124
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle.	302	2,594	2,896	2,522	100	2,622	274
Change of Category	As per Regulation 17 (5)	72	486	558	459	30	489	69
Incase connection is denied after receipt of payment against demand note	-	18	209	227	52	116	168	59
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
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FORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-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
					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	522	391	913	486	42	528	385
Final bill for vacation of premises	5 days	39	128	167	134	4	138	29
Non payment of dues by the	15 days	10	179	189	177	0	177	12
Request for reconnection	24hrs	135	1,302	1,437	984	314	1,298	139
Consumer wanting disconnection	5 days	1,018	6,527	5,545	3,849	955	4,804	741

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-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)%
7122	20	7142	1	1%

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: Dec-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%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-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.		37256	37256	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.		8761	8761	0	100.00%

(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1	1	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		14250	14250	0	100%
(v)	Continuous scheduled power outages		1765	1765	0	100.00%
(vi)	Replacement of burnt meter		2526	2273	140	89.98%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		07H:38M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1362	1360	0	99.85%
Reliability Indices						
4	SAIFI		0.0946			
	SAIDI		0.0658			
	CAIDI		0.71			
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: Dec-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)		1.5% of the demand charges deposited by consumer for each day of default.					
	Electrified Areas						
(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: Dec-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
181	166	2	1	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Dec-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
803	480	2	0	2