

FORMAT I: Fatal and non-fatal accident report

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

Departmental		Number of Accidents during the month			Cumulative since starting of year		Cumulative since starting of year		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	0	0	2	3	1	8	2	12

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	HT Pole-Adj Police Chowki, Meethapur Chowk, New Delhi.	03.11.2018 at 12:30 PM	Non-Fatal	While working on street light point, the victim was trying to remove a tree branch & accidentally touched 11 KV supply and accident occurred. One hand of the victim affected and he is under treatment.	NIL	NIL	NIL	NIL	NIL
2	C-62, Qutab Vihar, Ph-III, New Delhi.	06.11.2018	Non-Fatal	As per RWA lady named Smt. Chunni Devi came in contact with live 11000 V over head line passing over the said premise due to illegal encroachment.	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.
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	Pending		Complaints attended during the month	Balance
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Complaint lodged for accuracy test of meter-Fast	Within fifteen days	2,067	1,101	3168	920	653	1573	1595
Complaint lodged for accuracy test	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	848	2,988	3836	2,354	291	2645	1191
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	456	2,565	3021	1,790	791	2581	440
Complaint lodged for stolen meter		10	45	55	45	0	45	10

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-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
New Connection where no RoW or road Cutting permission is required	7 days	13486	12005	25491	6573	1473	8046	17445
New Connection where RoW or road Cutting permission is required	15 days	31	24	55	9	3	12	43
New Connection where no RoW or road Cutting permission is required	7 days	247	89	336	51	23	74	262
New Connection where RoW or road Cutting permission is required	15 days	12	5	17	0	1	1	16

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		13517	12029	25546	6582	1476	8058	17488
Additional Load		259	94	353	51	24	75	278

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	18	4	22	4	1	5	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							

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	169	3228	3397	3194	45	3239	158
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	343	2201	2544	2159	67	2226	318

Change of Category	As per Regulation 17 (5)	39	396	435	345	18	363	72
Incase connection is denied after receipt of payment against demand note	-	14	232	246	31	170	201	45
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	574	403	977	412	41	453	524
Final bill for vacation of premises /	5 days	44	107	151	107	3	110	41
Non payment of dues by the	15 days	10	134	144	133	0	133	11
Request for reconnection	24hrs	111	703	814	471	212	683	131
Consumer wanting disconnection	5 days	882	3705	4587	2772	798	3570	1017

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)%
7107	15	7122	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.
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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%

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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.		32682	32682	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.		6567	6567	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	2	1 (DIVISION - SVR CATEGORY - LT BD ELEMENT - DISTRIBUTION TRANSFORMER PROBLEM - TRANSFORMER FAULTY)	67%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		14231	14231	0	100%
(v)	Continuous scheduled power outages		1296	1296	0	100.00%
(vi)	Replacement of burnt meter		2349	2128	127	90.59%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		08H:19 M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		1474	1474	3	100.00%
Reliability Indices						
4	SAIFI		0.0561			
	SAIDI		0.0437			
	CAIDI		0.779			
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
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			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 Licensee	No. of cases decided by the Appellate Authority in the favor of
159	217	1	4	

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
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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
923	709	4	2	2