

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-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
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.			40905	40905	40905	0	40905	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			8381	8381	8381	0	8381	0
Continuous power supply failure requiring replacement of distribution transformer.			3	3	3	0	3	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			16839	16839	16839	0	16839	0
Continuous Scheduled Power Outage			1519	1519	1519	0	1519	0
Replacement of Burnt Meter or Stolen Meter		0	2778	2778	2681	65	2746	32

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-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	1046	1046	1046	0	1046	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: Oct-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	2,721	1,890	4611	1,515	1,021	2536	2075
Complaint lodged for accuracy test of meter	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	1,206	3,202	4408	3,271	314	3585	823
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	595	3,192	3787	2,512	821	3333	454
Complaint lodged for stolen meter		16	53	69	59	0	59	10

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

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					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	10201	16334	26535	11744	1305	13049	13486
New Connection where RoW or road Cutting permission is required	15 days	27	19	46	12	3	15	31
New Connection where no RoW or road Cutting permission is required	7 days	231	139	370	91	32	123	247
New Connection where RoW or road Cutting permission is required	15 days	8	8	16	1	3	4	12

FORMAT VII: Applications for New Connections / Additional Load, where power supply requires extension of distribution system.

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 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		10228	16353	26581	11756	1308	13064	13517
Additional Load		239	147	386	92	35	127	259

FORMAT VIII: Connection in un-electrified areas

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Oct-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	17	11	28	10	0	10	18
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: Oct-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	134	3,572	3,706	3,511	32	3,543	163
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	271	2,504	2,775	2,380	47	2,427	348
Change of Category	As per Regulation 17 (5)	42	572	614	548	27	575	39
Incase connection is denied after receipt of payment against demand note	-	163	1,052	1,215	330	737	1,067	148
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: Oct-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
Complaints on billing	Only one bill in a Financial Year	732	480	1,212	579	57	636	576
Final bill for vacation of premises /	5 days	52	156	208	161	3	164	44
Non payment of dues by the consumer	15 days	13	186	199	188	0	188	11
Request for reconnection	24hrs	84	954	1,038	693	238	931	107
Consumer wanting disconnection	5 days	791	4,159	4,950	3,151	916	4,067	883

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-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)%
7092	15	7107	2	2.81%
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: Oct-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.						
Period of Report: Oct-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.		40905	40905	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.		8381	8381	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		16839	16839	0	100%
(v)	Continuous scheduled power outages		1519	1519	0	100.00%
(vi)	Replacement of burnt meter		2778	2681	65	96.51%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		08H:07M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		2251	2248	3	99.87%
Reliability Indices						
4	SAIFI		0.1242	0	0	0
	SAIDI		0.1009	0	0	0
	CAIDI		0.81	0	0	0
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: Oct-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)	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.
 Period of Report: Oct-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
255	285			

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Oct-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
1113	882	4		4