

FORMAT I: Fatal and non-fatal accident report										
Name of Company:		BSES RAJDHANI POWER LIMITED.								
Period of Report:		Apr-22								
Year:		2022								
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	1	0	1	0	0	1	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:		Apr-22							
Year:		2022							
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	H. No. E-44, GF, Kh. No. 12 / 4 / 5, Kunwar Singh Nagar, Nangli, New Delhi.	04.04.2022 at 17:48 Hrs.	Non-Fatal	During Patrolling of Circuit Post on 05.04.2022 it is learnt that a AC Fitter ,while fitting outdoor unit, of AC came in contact with lower phase of 66KV Nangloi - Nilothi Circuit in H NO. E-44, G/F, KH NO. 12 / 4 / 5, Kunwar Singh Nagar,Nangloi, New Delhi. However Name and Address of victim was not ascertained but as per information gathered from site he is alive and was taken to Sanjay Gandhi Hospital for primary treatment and later on shifted to AIIMS. No Police FIR was made (as per information gathered from Site). Electrical Inspector Mr Suresh was telephonically informed about the incident.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Adjacent H. No. E-38, Kunwar Singh Nagar, New Delhi-41.	11.04.2022 13:55 Hrs.	Fatal	On 11.04.2022, 66 KV Najafgarg- Nangloi Circuit tripped on 13:55 hrs and on opun patrolling it was found that a fatal accident occurred in kunwar Singh Nagar area where an old lady named Smt. Daya Wati came in direct contact with 66 KV Najafgarh- Nangloi Circuit while doing household work on roof of plot No E-37, Khasra No 9 / 16, Kunwar Singh Nagar, New delhi. Visit to Safety Officer was also facilitated today itself. The height of EHV Line over her house is about 7 Ft. whereas adjacent roof is about one more feet high, thus EHV Line clearance over the house where the accident had happened was about 6 feet.	N.A.	N.A.	N.A.	N.A.	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:		Apr-22							
Year:		2022							
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.			46233	46233	46233	0	46233	
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			998	998	998	0	998	
Continuous power supply failure			1	1	1	0	1	
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			16176	16176	16176	0	16176	
Continuous Scheduled Power Outage			522	522	522	0	522	
Replacement of Burnt Meter or Stolen Meter		2	2110	2112	2071	20	2091	21

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-22
Year: 2022

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	487	487	487	0	487	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: Apr-22
Year: 2022

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	763	1,122	1885	970	252	1222	663
Complaint lodged for accuracy	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective /	Within fifteen days	253	1,540	1793	1,057	323	1380	413
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	259	2,309	2568	1,569	533	2102	466
Complaint lodged for stolen meter		9	51	60	36	20	56	4

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: Apr-22
 Year: 2022

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	5,521	18,964	24485	16,486	2,303	18789	5696
New Connection where RoW or road Cutting permission is required	15 days	0	0	0	0	0	0	0
New Connection where no RoW or road Cutting permission is required	7 days	182	359	541	293	38	331	210
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: Apr-22
 Year: 2022

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		0	0	0	0	0	0	0
Additional Load		0	0	0	0	0	0	0

FORMAT VIII: Connection in un-electrified areas								
Name of Company:		BSES RAJDHANI POWER LIMITED.						
Period of Report:		Apr-22						
Year:		2022						
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:		Apr-22						
Year:		2022						
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	115	3,341	3,456	3,268	20	3,288	168
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	69	744	813	732	27	759	54
Change of Category	As per Regulation 17 (5)	449	310	759	265	8	273	486
Incase connection is denied after receipt of payment against demand note	-	146	1,160	1,306	475	831	1,306	0
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:		Apr-22						
Year:		2022						
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

Service Area	Standard	Number of complaint of the previous month	Complaint received during the month	Total Complaint	With in Specified Time	Beyond Specified Time	Total	Number of complaint to be attended
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	507	235	742	215	10	225	517
Final bill for vacation of premises	5 days	19	81	100	82	6	88	12
Non payment of dues by the	15 days	17	52	69	46	7	53	16
Request for reconnection	24hrs	309	1,227	1,536	1,035	343	1,378	158
Consumer wanting disconnection	5 days	613	4,352	4,965	3,164	1,193	4,357	608

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Apr-22
 Year: 2022

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)%
7945	25	7970	2	2.51%

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: Apr-22
 Year: 2022

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)%
270	0	270	1	37.04%

FORMAT XIII: Summary of Overall Standards of Performance.

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Apr-22
 Year: 2022

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.		46233	46233	0	100%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		998	998	0	100%
(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		16176	16176	0	100%
(v)	Continuous scheduled power outages		522	522	0	100%
(vi)	Replacement of burnt meter		2091	2071	20	99.04%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		3H:20M			
	Restoration of supply by 6:00 PM		ALL			
3	Faults in street light maintained by the licensee		689	684	5	99.27%
Reliability Indices						
4	SAIFI		0.280			
	SAIDI		0.180			
	CAIDI		0.643			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

* New method used for reliability index calculation*

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Apr-22
 Year: 2022

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 amount paid as per					
(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: Apr-22
Year: 2022

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
50	26	5	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-22
Year: 2022

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
811	471	3	0	3