

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-23
Year: 2023

Number of Accidents during the month					Cumulative since		Cumulative since starting of		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
-	-	1	-	2	-	-	1	-	2
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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-23
 Year: 2023

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	A-1 / A-5, Second Floor, Khasra No. 19 / 5, Gali No. 18, 25 Foot Road, Chanakya Place, New Delhi-110059.- Master Sunil Kumar S/o Sh. Nand Lal (General Public)	02.04.2023 at 13:26 Hrs.	Non-Fatal	Sr. AsVP EHV (TRL) West informed that on 02.04.2023 they came to know about that accident from the neighbouring people and from EHV Breakdown Staff that a 12 Year Old Boy came in to contact with 66 KV Over Head Line while playing on roof top of premise A-1 / A-5, SF, Khasra No. 19 5, Gali No. 18, 25 Foot Road, Chanakya Place, New Delhi-110059. On 03.04.2023, they visited the said site and talked with Property Owner of the said premise. He told us that the victim is a relative of the property owner and not residing in accidental premise. The victim is residing in Lohagarh, Ajmer, Rajasthan. The said accident has been reported telephonically to our Safety Department and also to the Electrical Inspector. It is confirmed by the owner of the property that surrounding people admitted the victim in Safdarjung hospital. The accessibility Notice has already been served on 13.04.2022 to the owner of the said property.	N.A.	N.A.	N.A.	N.A.	N.A.
2	H. No. B-70, KH No.-53 / 15 / 2, Hanuman Enclave, Shiv Park, Nangloi, New Delhi 110041. -Sh. Nand Kishor S/o Sh. Shiv Kumar (General Public)	16.04.2023 at 11:00-11:30 Hrs.	Fatal	Sr. AsVP EHV (TRL) West informed that the incident was reported by 11 KV O&M Complaint Centre, Adhyapak Nagar, Division Nangloi on 16.04.2023 to System Operation and then System Operation informed EHV (TRL) West about the accident. After this Breakdown Team visited the site and confirmed that the victim was found dead under the 66 KV Najafgarh to Nangloi Circuit between Tower No. 50 and 51, The supply was Put Off by the System Operation and Breakdown team helped police in removing the dead body from the site which was later on sent for Post Mortem by the Police. The victim was residing on the said premise i.e. H. No. B-70, KH No.-53 / 15 / 2, Hanuman Enclave, Shiv Park, Nangloi, New Delhi 110041 from the last 6 months as a tenant as confirmed by the House Owner Smt. Veermati W/o Late Sh. Ved Prakash. It was also learnt from the site that the victim was on his roof and came in contact with 66 KV Overhead Electric Line. Notice was also served to the house owner on dated 13.04.2023.	N.A.	N.A.	N.A.	N.A.	N.A.
3	H. No. F-284, Gali No. 84, Mahavir Enclave, Part-3, New Delhi. Unknown Person (General Public)	17.04.2023 at 17:15 Hrs. Approx.	Non-Fatal	DGM (O&M) Dwarka informed that a complaint was received on dated 17.04.2023 at 17:15 hrs. regarding flash to a man at Address - F- 257, Gali No. 84, Mahavir Enclave, Part-3, New Delhi. Lineman reached at site immediately. LA fuse of 25 KVA HVDS DT was found blown off at site and HVDS RMU breaker found tripped at S/Stn. No. 1, Mahavir Enclave and FSS also. As per statement of local residents, "one man got flashed at above mentioned address during keeping iron pipes from First Floor to Ground Floor, as one iron pipe got strucked from LA of HVDS DT". Minor flash (burnt sign on the back side of the body) was occurred and the victim was admitted to the Hospital by his parents immediately after the occurrence of the accident. Now, the condition of the victim was good as per statement of local residents. Supply of all area was normalized around 18:35 hrs."	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-23
Year: 2023

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.	0	0	28646	28646	28646	0	28646	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	3321	3321	3321	0	3321	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	0	0	0	0	0	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	11916	11916	11916	0	11916	0
Continuous Scheduled Power Outage	0	0	703	703	703	0	703	0
Replacement of Burnt Meter or Stolen Meter	0	38	1501	1539	1389	11	1400	139

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	433	820	1253	877	81	958	295
Complaint lodged for accuracy test of meter-Slow	Within fifteen days	0	0	0	0	0	0	0
Complaint lodged for defective / stuck meter	Within fifteen days	127	1012	1139	791	174	965	174
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter to be replaced within 3days.	236	1688	1924	1290	356	1646	278
Complaint lodged for stolen meter		6	31	37	26	4	30	7

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

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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	514	20688	21202	20686	23	20709	493
New Connection where RoW or road Cutting permission is required	15 days	23	100	123	112	0	112	11
New Connection where no RoW or road Cutting permission is required	7 days	68	262	330	247	14	261	69
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.

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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	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0
3. Electrified areas (where new distribution transformer is required)	Within 4 months from receipt of payment	0	0	0	0	0	0	0
4. Electrified Areas (where existing 11 KV network needs to be augmented)	15 days	0	0	0	0	0	0	0
5. Electrified Areas (where existing 66/33 kV substation needs to be augmented)	15 days	0	0	0	0	0	0	0
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

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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	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	1	1	1	0	1	0

FORMAT IX: Transfer of Consumer's connection and conversion of services.

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Period of Report: Apr-23
Year: 2023

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	790	3,806	4,596	4,435	0	4,435	161
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	109	510	619	547	8	555	64
Change of Category	As per Regulation 17 (5)	130	374	504	425	6	431	73
Incase connection is denied after receipt of payment against demand note	-	0	0	0	0	0	0	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.

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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	333	197	530	152	19	171	359
Final bill for vacation of premises /	5 days	14	96	110	90	5	95	15
Non payment of dues by the	15 days	2	17	19	17	0	17	2
Request for reconnection	24hrs	495	774	1,269	672	430	1,102	167
Consumer wanting disconnection	5 days	686	4,373	5,059	3,141	1,185	4,326	733

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-23
Year: 2023

No. of Distribution transformers at the beginning of the month	No. of Distribution transformers added during the month	Total number of distribution transformers	Failed transformer	% Failure rate of distribution transformers
1	2	3=1+2	4	5=(4)*100/(3)%
8045	110	8155	1	1.23%
0	0	0	0	0
0	0	0	0	0
0	0	0	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 XI: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-23
Year: 2023

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)%
273	0	273	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Apr-23

Year: 2023

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.		28646	28646	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.		3321	3321	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		11916	11916	0	100.00%
(v)	Continuous scheduled power outages		703	703	0	100.00%
(vi)	Replacement of burnt meter		1539	1389	11	99.21%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		3H:50M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		1137	1136	1	99.91%
Reliability Indices						
4	SAIFI		0.22	0	0	0
	SAIDI		0.17	0	0	0
	CAIDI		0.77	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: Apr-23
Year: 2023

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/	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: Apr-23

Year: 2023

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
102	52	0	6	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-23
Year: 2023

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
1114	266	4	3	1
0	0	0	0	0