FORMAT I: Fatal and non-fatal accident report

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

| Nur | mber of Ac | cidents dur | ing the mo | onth | Cumulat | ive since | Cumulative since starting of | | | |
|--------|----------------------|-------------|------------|----------------|---------|-----------|------------------------------|----|-----|--|
| Depart | Departmental Outside | | | e Departmental | | | Outside | | | |
| FH | NFH | FH | FA | NFH | FH | NFH | FH | FA | NFH | |
| - | - | - | - | 1 | - | 2 | 2 | - | 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: Period of Report: Year: | | BSES RAJDHANI PO Aug-22 2022 | WER LIMITED. | | | | | | |
|------------------------------------------------|--------------------------------------------------------------|------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------|-----------------------------|
| SI. 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 | Near Drain Goyla Dairy on Samta Enclave, New Delhi. | 18.08.2022 at 14:28 Hrs. | Non-Fatal | It is in reference to tripping of hanuman chowk feeder emanating from Dwarka G4 grid around 2.28pm dated 18.08.2022 and one PCR complaint 22081801749 around 2.58pm regarding current leakage near drain goyla dairy on samta enclave, For the same upon visiting the site we found one cut mark on HT cable of said feeder and one jigsaw entangled on iron rail pipe enclosing the said cable over drain, it seems some unknown person with ill will of stealing the electrical infrastructure tried to scratch it. No any current leakage found on site as there were only HT cables with no LT circuit in and around the surroundings. However team reaching first on site around 3 pm itself, didn't found any person there, also team tried to gather whereabout of some accident from nearby peoples but no one could able to tell the correct reason/information as place is also isolated one on drain. We further tried to gather some information from caller, but he told he was passing by through the road hence lodged the complaint. In absence of sufficient knowledge and for restoration of main cable we called jointing team and joint was made on said HT cable and feeder was duly energized. | 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 RA

BSES RAJDHANI POWER LIMITED.

Period of Report: Year:

| rear: | 2022 | Pending | Complaint | | Complaint | s attended during | the month | Balance |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------|------------------------------|-----------------|--------------------------|--------------------------|-----------|-----------------------------|
| Service Area | Standard | complaint of the previous month | received during the month | Total Complaint | Within Specified Time | Beyond specified time | Total | complaint to be attended |
| 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 | 39735 | 39735 | 39735 | 0 | 39735 | 0 |
| Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | 0 | 0 | 5321 | 5321 | 5321 | 0 | 5321 | 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 | 15328 | 15328 | 15328 | 0 | 15328 | 0 |
| Continuous Schduled Power Outage | 0 | 0 | 505 | 505 | 505 | 0 | 505 | 0 |
| Replacement of Burnt Meter or Stolen Meter | 0 | 70 | 2731 | 2801 | 2493 | 20 | 2513 | 288 |

FORMAT IV: Quality of Power Supply

| Name of Company: Period of Report: Year: | BSES RAJDHANI POV Aug-22 2022 | WER LIMITED. | | | | | | |
|------------------------------------------------|-------------------------------------|-----------------------------|---------------------------|-----------------|------|---------------------|----------|----------------------------|
| Service Area | Standard | Pending complaint of the | Complaint received during | Total Complaint | | s attended during t | he month | Balance complaint to be |
| | | previous month | the month | - | - | Beyond specified | | attended |
| | | • | | | Time | time | Total | |
| 1 | 2 | 3 | 4 | 5=3+4 | 6 | 7 | 8=6+7 | 9=5-8 |
| Local Problem | 4 hours | 0 | 1624 | 1624 | 1624 | 0 | 1624 | 0 |
| Tap setting of transformer | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Repair of Distribution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Line/transformer/ capacitor | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Installation and Up gradation of High | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Tension/ Low Tension System | 0 | 0 | U | 0 | 0 | 0 | 0 | |

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report:

Year:

| | | Dending | Commission | during Complaint | Complaint | - Bulance | | |
|-----------------------------------------------------|------------------------|-----------------------------------------------|-------------------------------------------|------------------|---------------------------|--------------------------|-------|----------------------------------------|
| Service Area | Standard | Pending complaint of the previous month | Complaint received during the month | | With in Specified Time | Beyond Specified Time | Total | Balance complaint to be attended |
| 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 | 1834 | 0 | 1834 | 0 | 0 | 0 | 1834 |
| 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 | 672 | 0 | 672 | 0 | 0 | 0 | 672 |
| Complaint lodged for burnt meter | Restoration of supply | 630 | 0 | 630 | 0 | 0 | 0 | 630 |
| Complaint lodged for stolen meter | with 3hrs and meter | 5 | 0 | 5 | 0 | 0 | 0 | 5 |

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

| Name of Company: | В |
|-------------------|---|
| Period of Report: | A |

BSES RAJDHANI POWER LIMITED.

Year:

| | | Pending complaint of the previous month | Complaint | Total Complaint | Complaint | the month | Balance | |
|-----------------------------------------------------------------------|----------|-----------------------------------------------|------------------------------|--------------------|---------------------------|--------------------------|---------|-----------------------------|
| Service Area | Standard | | received during the month | | With in Specified Time | Beyond Specified Time | Total | complaint to be attended |
| 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 | 8268 | 12747 | 21015 | 12718 | 645 | 13363 | 7652 |
| New Connection where RoW or road Cutting permission is required | 15 days | 59 | 77 | 136 | 67 | 0 | 67 | 69 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 54 | 88 | 142 | 79 | 14 | 93 | 49 |
| New Connection where RoW or road Cutting permission is required | 15 days | 2 | 7 | 9 | 6 | 0 | 6 | 3 |

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

| Name of Company: |
|-------------------|
| Period of Report: |

BSES RAJDHANI POWER LIMITED.

Year:

| | | Pending | Complaint | | Complaint | ts attended during t | he month | Balance |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------------|------------------------------|--------------------|---------------------------|--------------------------|----------|-----------------------------|
| Service Area | Standard | complaint of the previous month | received during the month | Total Complaint | With in Specified Time | Beyond Specified Time | Total | complaint to be attended |
| 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 distribtion 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 |

| Name of Company: | BSES RAJDHANI POV | VER LIMITED. | | | | | | |
|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------|------------------------------|--------------------|---------------------------|--------------------------|----------|-----------------------------|
| Period of Report: | Aug-22 | | | | | | | |
| Year: | 2022 | | | | | | | |
| | | Pending | Complaint | | Complaint | s attended during t | he month | Balance |
| Service Area | Standard | complaint of the previous month | received during the month | Total Complaint | With in Specified Time | Beyond Specified Time | Total | complaint to be attended |
| 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: Period of Report: Year: BSES RAJDHANI POWER LIMITED. Aug-22 2022

| | | Pending | Complaint | | Complaint | s attended during t | he month | Balance |
|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------|--------------------|---------------------------|--------------------------|----------|-----------------------------|
| Service Area | Standard | complaint of the previous month | received during the month | Total Complaint | With in Specified Time | Beyond Specified Time | Total | complaint to be attended |
| 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 | 87 | 0 | 87 | 0 | 0 | 0 | 87 |
| Load Reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 16 | 0 | 16 | 0 | 0 | 0 | 16 |
| I nange of Lategory | As per Regulation 17 (5) | 318 | 0 | 318 | 0 | 0 | 0 | 318 |
| 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 |
| | 31st May of Financial year | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| FORMAT X: Complaints about of | consumer's bills, dis | connection, reco | nnection of sup | ply. | | | | |
|------------------------------------------------|--------------------------------------|------------------------------------|------------------------------|--------------------|---------------------------|--------------------------|----------|-----------------------------|
| Name of Company: Period of Report: Year: | BSES RAJDHANI POWE Aug-22 2022 | R LIMITED. | | | | | | |
| | | Pending | Complaint | | Complaint | s attended during t | he month | Balance |
| Service Area | Standard | complaint of the previous month | received during the month | Total Complaint | With in Specified Time | Beyond Specified Time | Total | 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 | 619 | 0 | 619 | 0 | 0 | 0 | 619 |
| Final bill for vacation of premises / | 5 days | 12 | 0 | 12 | 0 | 0 | 0 | 12 |
| Non payment of dues by the | 15 days | 9 | 0 | 9 | 0 | 0 | 0 | 9 |
| Request for reconnection | 24hrs | 95 | 0 | 95 | 0 | 0 | 0 | 95 |
| Consumer wanting disconnection | 5 days | 570 | 0 | 570 | 0 | 0 | 0 | 570 |
| | | | | | | | | |

| Name of Company: Period of Report: | BSES RAJDHANI POWER LIMITED. Aug-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 | Failed transformer | % Failure rate of distribution transformers |
| 1 | 2 | 3=1+2 | 4 | 5=(4)*100/(3)% |
| 7983 | 47 | 8030 | 0 | 0.00% |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |
| Note: Only 3 phase tran | sformers considered>=400 kVA | | | |
| Only New transfo | rmers added in the system is considered ag | gainst point no. 2 | | |
| Only O&M failure | considered | | | |

| lame of Company: | BSES RAJDHANI POWER LIMITED. | | | |
|---------------------------------------------------------|-----------------------------------------------------|---------------------------------------|----------------------------------------|-----------------------------------------|
| Period of Report: | Aug-22 | | | |
| /ear: | 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)% |
| 272 | 1 | 273 | 0 | 0.00% |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |

| Name of Compa | BSES RAJDHANI POWER | LIMITED. | | | | | |
|------------------------|------------------------------------------|--------------|-------------------------------------|------------------|------------------|--------------------------------|--|
| Period of Repor | - | Envirieb. | | | | | |
| enou of hepof (ear: | 2022 | | | | | | |
| cur. | 2022 | | | | | | |
| | | Overall | | | | Standard of Performance Achiev | |
| Sl. No. | Service area | Standards of | Total Cases Received / Reported (A) | Complaints | Attended (B) | (C) | |
| | | Performance | | | | (C) | |
| | | | | Within Specified | Beyond specified | | |
| | | | | Time | time | | |
| | | | 1. Power Supply Failure | | | | |
| | Continuous power failure affecting | | | | | | |
| | individual consumer and group of | | | | | | |
| (1) | consumer upto 100 connected at Low | | | | | 100.000 | |
| (i) | voltage supply, excluding the failure | | 39735 | 39735 | 0 | 100.00% | |
| | where distribution transformer requires | | | | | | |
| | replacement. | | | | | | |
| | Continuous power failure affecting | | | | | | |
| | more than 100 consumers connected at | | | | | | |
| (ii) | Low voltage supply excluding the failure | | 5321 | 5321 | 0 | 100.00% | |
| () | where distribution transformer requires | | | | - | | |
| | replacement. | | | | | | |
| | Continuous power supply failure | | | | | | |
| (iii) | requiring replacement of distribution | | 0 | 0 | 0 | 100.00% | |
| | transformer. | | | | | | |
| | Continuous power failure affecting | | | | | | |
| | consumers connected through High | | 15328 | 15328 | 0 | | |
| (iv) | Voltage Distribution System (HVDS) and | | | | | 100.00% | |
| | not covered under (i) & (ii) above | | | | | | |
| (v) | Continuous scheduled power outages | | 505 | 505 | 0 | 100.00% | |
| (vi) | Replacement of burnt meter | | 2801 | 2493 | 20 | 89.00% | |
| | | • | | | | | |
| 2 | Maximum duration in a single stretch | | 4H:46M | 0 | 0 | | |
| | Restoration of supply by 6:00 PM | | ALL | 0 | 0 | | |
| 3 | Faults in street light maintained by the | | 1279 | 1277 | 2 | 99.84% | |
| | | | Reliability Indices | | | | |
| 4 | SAIFI | | 0.240 | 0 | 0 | 0 | |
| | SAIDI | | 0.190 | 0 | 0 | 0 | |
| | CAIDI | | 0.792 | 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: | Aug-22 |
| Year: | 2022 |

| SI. No. | Event | Compensation specified for | Clai | med | 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) | 1 1 | 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: Period of Report: | BSES RAJDHANI POWER LIMITED. Aug-22 | | | | | | |
| Year: | 2022 | | | | | | |
| | No. of Cases where UUE is established | No. of cases where appeal filed by | No. of cases decided by the | No. of cases decided by the | | | |
| No. of Cases Booked | by the Licensee | the consumer before the Appellate | Appellate Authority in favor of the | Appellate Authority in the favor of | | | |
| 76 | 69 | 0 | 0 | 0 | | | |
| 0 | 0 | 0 | 0 | 0 | | | |
| | | | - | | | | |

| FORMAT XVI: Theft of Electricity | | | | |
|----------------------------------|-----------------------------------------|---------------------------------|-------------------------------------|------------------------------------|
| Name of Company: | BSES RAJDHANI POWER LIMITED. | | | |
| Period of Report: | Aug-22 | | | |
| Year: | 2022 | | | |
| | | | | |
| | No. of complaints filed by the Licensee | No. of cases in which judgement | No. of cases decided by the Special | No. of cases decided by the Specia |
| No. of Cases Booked | in Police Station | delivered by the Special Court | Court in favor of Licensee | Court in favor of Consumer |
| 2674 | 648 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |
| | | | • | |