FORMAT I: Fatal and non-fatal accident report

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

Nur	nber of Ac	cidents dur	ing the mo	nth	Cumulat	ive since	Cumulative since starting of			
Depart	mental	Outside			Depart	mental	Outside			
FH	NFH	FH	FA	NFH	FH	NFH	FH	NFH		
-	1	-	-	-	-	1	1	-	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: Period of Report: Year:		BSES RAJDHANI PO\ May-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	LT Pole near Kabristan Nehru Market Patera, Badarpur, New Delhi.	26.05.2022 at about 3:00 PM	Non-Fatal	It has been reported that Sh. Ram Khilari, Lineman of M/S Amarnath Electrical was attending LT Jumper replacement & socketing work complaint on 26.05.2022. Lineman put off supply of both the supplies 1 S/Stn. throough which DB was charged however he did not put off one LT AB Cable which was coming from another S/Stn. because it was at some distance from working section. This charged cable came in contact to his hand while he was tieing the rope around the Pole. During above incident, he received minor shock & shouted in pain. Immediately his helper pulled him down from pole during which he suffered foot injury & few reports are awaited. Currently he is recovering at ESIC Okhla.	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 RAJDHA

BSES RAJDHANI POWER LIMITED.

Period of Report:

May-22 2022

Year:	2022	Deadlas			Complaint	s attended during	the month	Dalara
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	Within Specified Time	Beyond specified time	Total	Balance 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	71481	71481	71481	0	71481	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	862	862	862	0	862	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	3	3	3	0	3	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	22298	22298	22298	0	22298	0
Continuous Schduled Power Outage	0	0	501	501	501	0	501	0
Replacement of Burnt Meter or Stolen Meter	0	21	3276	3297	3149	78	3227	70

FORMAT IV: Quality of Power Supply

Name of Company: Period of Report: Year:	BSES RAJDHANI PO' May-22 2022	WER LIMITED.						
Service Area	Standard	Pending complaint of the previous month	omplaint of the received during Total Complaint Within Specified Beyond specified			Balance complaint to be attended		
1	2	3	4	5=3+4	Time 6	time 7	Total 8=6+7	9=5-8
Local Problem	4 hours	0	541	541	541	0	541	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/ capacitor	0	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	0	0	0	0	0	0	0	0

FORMAT V: Complaint about meters

Name of Company:	BSES RAJDHANI POWER LIMITED.

Period of Report: Year:

May-22 2022

			.	_	Complaint	s attended during t	he month	Balanco
Service Area	Standard	Pending complaint of the previous month	Complaint received during the month	Total Complaint	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	648	2478	3126	1604	228	1832	1294
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	423	2212	2635	1127	808	1935	700
Complaint lodged for burnt meter	Restoration of supply	469	3654	4123	2432	1068	3500	623
Complaint lodged for stolen meter	with 3hrs and meter	4	67	71	47	11	58	13

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

Name of Company:	BSES RAJDHA
Period of Report:	May-22

BSES RAJDHANI POWER LIMITED. May-22

Year:

2022

		Pending complaint of the previous month	Complaint received during the month		Complaint	Balance		
Service Area	Standard			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
New Connection where no RoW or road Cutting permission is required	7 days	5340	17575	22915	15710	2394	18104	4811
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	195	284	479	254	71	325	154
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.

BSES RAJDHANI POWER LIMITED.
May-22
2022

		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	lotal	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:	May-22							
Year:	2022							
Service Area		Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance
	Standard				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. May-22 2022

Standard 2 ithin two billing cles of ceptance of	Pending complaint of the previous month 3	Complaint received during the month 4	Total Complaint 5=3+4	With in Specified Time 6	Beyond Specified Time 7	lotal	Balance complaint to be attended
ithin two billing cles of	3	4	5=3+4	6	7	0.6.7	-
cles of				_ v	/	8=6+7	9=5-8
pplication or clearing dues whichever is ter	166	2,947	3,113	2,940	56	2,996	117
ithin ten days of ceptance f application, shall e effective from next lling cycle	52	569	621	552	22	574	47
per Regulation 17)	413	306	719	243	17	260	459
	185	1,080	1,265	406	766	1,172	93
per Regulation 11	0	0	0	0	0	0	0
st May of Financial ar	0	0	0	0	0	0	0
te iit f : i iii iit iit iit iit iit iit iit iit i	dues whichever is er thin ten days of eeptance application, shall effective from next ing cycle per Regulation 17 per Regulation 11 st May of Financial	dues whichever is er thin ten days of eeptance application, shall effective from next ing cycle per Regulation 17 185 per Regulation 11 0 st May of Financial 0	blication or clearing dues whichever is er thin ten days of septance application, shall 52 569 effective from next ing cycle per Regulation 17 413 306 185 1,080 per Regulation 11 0 0 st May of Financial 0 0	blication or clearing dues whichever is er thin ten days of septance application, shall effective from next ing cycle per Regulation 17 185 1,080 1,265 per Regulation 11 0 0 0 0	blication or clearing dues whichever is er thin ten days of septance application, shall effective from next ing cycle per Regulation 17 185 1,080 1,265 406 per Regulation 11 0 0 0 0 0	Dication or clearing dues whichever is erSolution of clearing dues whichever is dues whichever is erSolution of clearing dues whichever is dues whichever is dues whichever is erSolution of clearing dues whichever is dues wh	Dication or clearing dues whichever is er Image: Clearing dues whichever is er Image: Clearing dues whichever is er thin ten days of eeptance application, shall effective from next ing cycle 52 569 621 552 22 574 per Regulation 17 413 306 719 243 17 260 per Regulation 11 0 0 0 0 0 0 0 st May of Financial 0 0 0 0 0 0 0 0

CORMAT X: Complaints about consumer's bills, disconnection, reconnection of supply. Jame of Company: BSES RAJDHANI POWER LIMITED. Period of Report: May-22 Zear: 2022								
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	515	268	783	218	36	254	529
Final bill for vacation of premises /	5 days	12	114	126	104	2	106	20
Non payment of dues by the	15 days	16	63	79	59	2	61	18
Request for reconnection	24hrs	154	1,139	1,293	837	318	1,155	138
Consumer wanting disconnection	5 days	608	4,249	4,857	3,046	1,177	4,223	634
	1							

Name of Company: Period of Report: Year:	BSES RAJDHANI POWER LIMITED. May-22 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)%
7970	13	7983	5	6.26%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0
	sformers considered>=400 kVA mers added in the system is considered ag	gainst point no. 2		

Name of Company:	BSES RAJDHANI POWER LIMITED.			
Period of Report:	May-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)%
270	1	271	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

ame of Compa	BSES RAJDHANI POWER	LIMITED.				
eriod of Repor						
ear:	2022					
Sl. No.	Service area	Overall Standards of Performance	Total Cases Received / Reported (A)	Complaints Attended (B)		Standard of Performance Achieve (C)
				Within Specified	Beyond specified	
				Time	time	
			1. Power Supply Failure			
	Continuous power failure affecting					
	individual consumer and group of					
(i)	consumer upto 100 connected at Low voltage supply, excluding the failure where distribution transformer requires		71481	71481	0	100.00%
	replacement.					
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		862	862	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		22298	22298	0	100.00%
(v)	Continuous scheduled power outages		501	501	0	100.00%
(vi)	Replacement of burnt meter		3227	3149	78	97.58%
			Period of Scheduled Outa	ge		•
2	Maximum duration in a single stretch		3H:20M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		1012	1008	4	99.60%
			Reliability Indices			
4	SAIFI		0.207	0	0	0
	SAIDI		0.145	0	0	0
	CAIDI		0.702	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:	May-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)		1.5% 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							
ame of Company: BSES RAJDHANI POWER LIMITED. eriod of Report: May-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			
63	40	0	0	0			
0	0	0	0	0			
	·	·	•	•			

FORMAT XVI: Theft of Electricity				
Name of Company:	BSES RAJDHANI POWER LIMITED.			
Period of Report:	May-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 Special
No. of Cases Booked	in Police Station	delivered by the Special Court	Court in favor of Licensee	Court in favor of Consumer
1554	751	6	4	2
0	0	0	0	0
	•		•	