

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Aug-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	-	1	-	3	-	1	5	1	14
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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: Aug-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	House No. 64-A, Khasra No. 33 / 20, Vikas Puri Eaxtension, Nilothi Extension, New Delhi. (General Public)-Ms. Anita Bhardwal (Fatal) & Ms Bobby (Non-Fatal)	02.08.2023 at around 1:50 AM	Fatal & Non-Fatal	As per information received , a fatal accident occurred on dated 02.08.2023 in the midnight around 1:50 AM at consumer Premise-House No. 64-A, Khasra No. 33 / 20, Vikas Puri Eaxtension, Nilothi Extension, New Delhi, due to fire. As per information received, one person Ms. Anita Bhardwaj declared dead and two persons got injuries due to fire broken inside the said consumer premise. 5 Nos. meters installed inside this premise and one nos. 2*10 mm sq. service cable coming from adjacent Pole No. NGL F044 coming to the bus bar chamber and outgoing cables from the bus bar towards different meters were also found burnt due to fire. No traces of ELCB / RCCB / MCB were found instaled as everything got burnt due to fire. All the meters were found installed inside the common parking area of consumer premise near the main entrance. In case of fire emergency, there is no 2nd exit was maintained by the consumer to come out from the building. It has been observed that the cause of fire may be due to short circuit in the interanal wiring of any of the consumers.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Jagdamba Colony, New Delhi.	11.08.2023 at 10:50 AM	Non-Fatal	It has been informed by SDO Sarita Vihar that a human Accident has occurred in Sarita Vihar Division on dated 11.08.2023 at 10.50 AM at Jagdamba Colony, New Delhi. While checking about the reason of tripping of Jagdamba Colony HVDS CKT. it was pointed out by some public that a labour in one under construction building received electrical shock from HVDS pole while lifting iron bar using in construction. Further details about person / his condition is not certain yet. Prior information is being sent to AEC for first hand information and the same also has been informed to electrical inspector. Further details will be added into the EI Report as and when available with us. Although the above available information is known by public in the area no complaint of the accident yet made to be BSES .	N.A.	N.A.	N.A.	N.A.	N.A.
3	RZ-B-115, Portion of Plot No. 115, Pratap Garden, Uttam Nagar, Near Police Station Bindapur, New Delhi-110059. (General Public)- Sh. Sunny	14.08.2023	Non-Fatal	It has been informed by TRF West Team that during patrolling of G5 to Pankha Road Ckt 2, a non fatal accident happened on this Circuit (between Tower No. 10 & 11) on 14.08.2023 from 66 KV G5-Pankha Road Circuit 2. As per neighbours, Mr. Sunny victim came in close contact of over head line and got electrocuted during flag hoisting on the terrace of Premise No. RZ-B-115, Portion of Plot No.115, Pratap Garden, Uttam Nagar, Near Police Station Bindapur, New Delhi-110059. He was immediately taken to Deen Dayal Upadhaya Hospital for treatment and then admitted in Safdarjung Hospital. This feeder G5 Matiala to Pankha Road Ckt. No. 2 is completely accessible feeder. Site was immediately visited by Sh. Gaurav Choudhary (Assistant Manager)	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: Aug-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	31326	31326	31154	172	31326	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	18605	18605	18478	127	18605	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	17947	17947	17928	0	17947	0
Continuous Scheduled Power Outage	0	0	277	277	277	0	277	0
Replacement of Burnt Meter or Stolen Meter	0	1566	1466	3032	1196	31	1227	1805

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	1592	3616	5208	2637	393	3030	2178
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	826	1414	2240	671	298	969	1271
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	2180	3139	5319	1166	762	1928	3391
Complaint lodged for stolen meter		30	56	86	24	12	36	50

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

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
New Connection where no RoW or road Cutting permission is required	7 days	565	16921	17486	17109	8	17117	369
New Connection where RoW or road Cutting permission is required	15 days	31	102	133	116	0	116	17
New Connection where no RoW or road Cutting permission is required	7 days	36	314	350	292	5	297	53
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.
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 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
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

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Aug-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
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: Aug-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	238	5,221	5,459	5,252	0	5,252	207
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	68	712	780	698	9	707	73
Change of Category	As per Regulation 17 (5)	47	462	509	449	0	449	60
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.

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-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
Complaints on billing	Only one bill in a Financial Year	536	527	1,063	439	15	454	609
Final bill for vacation of premises /	5 days	24	120	144	122	3	125	19
Non payment of dues by the	15 days	8	37	45	37	3	40	5
Request for reconnection	24hrs	464	804	1,268	391	183	574	694
Consumer wanting disconnection	5 days	2,294	2,956	5,250	1,174	1,006	2,180	3,070

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-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)%
8307	20	8327	0	0.00%
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 XII: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-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: Aug-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.		31326	31154	172	99.45%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		18605	18605	127	99.32%
(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		17947	17947	19	99.89%
(v)	Continuous scheduled power outages		277	277	0	100.00%
(vi)	Replacement of burnt meter		3032	1196	31	97.50%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		8H:00 M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		1715	1695	20	98.83%
Reliability Indices						
4	SAIFI		0.26	0	0	0
	SAIDI		0.16	0	0	0
	CAIDI		0.62	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-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/ contract	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: Aug-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
61	192	3	3	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Aug-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
1364	1070	4	0	4
0	0	0	0	0