

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jun-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	4	1	2	-	1	5	1	6
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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: Jun-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	Plot No. R5 / 10, R-5 Block, Near Nuri Masjid, Mohan Garden, New Delhi-110059. Mr. Shamimuddin- General Public	15.06.2023 at 8:45 Hrs.	Non-Fatal	On 15-06-2023, complaints received in Vipin Garden Complaint Center from Mr.Irfan and Ms.Annu R/o R-Block Mohan Garden through IOMS regarding no power supply in area at 09:01 hours. On duty Telephone Pperator, Mr. Bejinder assigned the complaints to Lineman, Mr.Vinod and Assistant Lineman, Mr. Anand deputed in Vipin Garden Sub Division. Mr.Vinod contacted the complainants for verifying addresses and complaint details. Complainants has told him that there is no power in complete area. So, Mr. Vinod along with Mr. Anand started surveying the concerned network of R5-Block, Mohan Garden for locating the fault. During patrolling nearby residents told Mr.Vinod about accident occurred at Plot No-R-5/10, Gali No-6, R5-Block, Near Nuri Masjid, Mohan Garden, New Delhi-110059. Mr. Vinod along with Mr. Anand reached at accident location at 09:23 hours. On enquiring from nearby residents, they had informed Mr. Vinod about accident of Mr. Shamimuddin on Pole No- VKPX886 located at the corner of Plot No-R-5/10, Gali No-6, R5-Block, Near Nuri Masjid, Mohan Garden, New Delhi-110059. Nearby residents informed that Mr. Shamimuddin R/o Plot No-R-5/10 Gali No-6, R5-Block, Near Nuri Masjid, Mohan Garden, New Delhi-110059 was removing empty cement bags fallen on DD Set installed on Pole No- VKPX886 with the help of iron rod (Spared IGL Gas Pipe) from the balcony of first floor of his premise and got injured. He was immediately taken to nearby Ayushman Hospital in Sec-10, Dwarka, New Delhi. Due to that accident load disappeared of associated 11kV Defence Enclave feeder from Nilothi Grid. Supply of the area was restored at 10:10 hours. On further enquiring from the family members of Mr. Shamimuddin , it has been told that his condition is stable in Ayushman Hospital Sec-13, Dwarka, New Delhi.	N.A.	N.A.	N.A.	N.A.	N.A.
2	H. No. 3B, GF, Vikas Kunj, Vikas Nagar, Uttam Nagar, New Delhi-110059. Mr. Shamim, Sumod Kumar, Ms. Ragini & Ms. Suman- General Public	17.06.2023 at 16:31 Hrs.	Non-Fatal	66 KV O/H Najafgarh to Bodella 2 Ckt-2 got tripped on 17.06.2023 at 16:31 Hrs. As per the information received from neighbours during patrolling of 66 KV Circuit 220 KV Najafgarh to Bodella 2 Ckt-2, that a non-fatal accident happened at above said address between Tower No. 25 and 26. Victim (Mr. Shamim) was drying clothes on the terrace and came in contact with live conductor of the Circuit. This house is constructed beneath & very close to our EHV Line. Three other persons were present on the First Floor. They got injured due to fire in house wiring caused by that fault. As per information from neighbours, vitims were immediately rushed to nearby hospital for further treatment. The site was visited by Mr. Gaurav Choudhary (Assistant Manager) and informed that the said premise was illegally constructed under our said O/H Line and inquired the accident and also contacted to owner of the property named Mr. Ajmuddin (Mob. No. 9958647214). He told that he sold the property to Mr. Sakil Ahmad (Mob. No. 9891361162). We contacted to Mr. Sakil Ahmad. He told that victim Mr. Shamim, is a friend of property owner comes in contact with 66 KV line and dother person was on First Floor, which are injured due to house wiring fault during that accident.	N.A.	N.A.	N.A.	N.A.	N.A.
3	H. No. 235, TC Camp, Raghubir Nagar, New Delhi-110027. Mr. Jalil (Fatal) & Smt. Asha (Non-Fatal)- General Public	17.06.2023 at 12:33 Hrs.	Fatal & Non-Fatal	It has been reported by AsVP (EHV-TRL) West that they came to know about the accident from System Operation that at 12:33 Hrs. the 33 KV Peeragarhi, Mukherjee Park Circuit 1 & 2 experienced a tripping. After patrolling the line, we reached TC-235, Raghubir Nagar and gathered information from bystanders that the said house owner Smt. Asha called a gardener named Mr. Jalil to place flower pots on the rooftop of the said building and unfortunately, during the process of placing the flower pots, Mr. Jalil came in to contact with a live 33 KV electrical line and got electrocuted and Smt. Asha, who was in the proximity also experienced a flash from the electrical incident, who was takent to DDU Hospital, Hari Nagar for treatment. The incident has been reported to the electrical inspector telephonically on 17.06.2023 and also through a letter on dated 19.06.2023.	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: Jun-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	51178	51178	51178	0	51178	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	4472	4472	4472	0	4472	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	1	1	1	0	1	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	20344	20344	20344	0	20344	0
Continuous Scheduled Power Outage	0	0	118	118	118	0	118	0
Replacement of Burnt Meter or Stolen Meter	0	137	2407	2544	2077	9	2086	458

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	352	1,474	1,826	1,088	71	1,159	667
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	206	1,309	1,515	896	236	1,132	383
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	437	2,675	3,112	1,874	657	2,531	581
Complaint lodged for stolen meter		5	31	36	24	7	31	5

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: Jun-23
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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	263	18,178	18,441	18,051	7	18,058	383
New Connection where RoW or road Cutting permission is required	15 days	9	65	74	63	0	63	11
New Connection where no RoW or road Cutting permission is required	7 days	61	348	409	326	10	336	73
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: Jun-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
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: Jun-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 XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jun-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)%
8268	29	8297	1	1.21%
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:** Jun-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

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Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jun-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.		51178	51178	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.		4472	4472	0	100.00%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1	1	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		20344	20344	0	100.00%
(v)	Continuous scheduled power outages		118	118	0	100.00%
(vi)	Replacement of burnt meter		2544	2077	9	99.56%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		3H:48 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		1274	1271	3	99.68%
Reliability Indices						
4	SAIFI		0.220	0	0	0
	SAIDI		0.150	0	0	0
	CAIDI		0.682	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 DetailsName of Company: **BSES RAJDHANI POWER LIMITED.**

Period of Report: Jun-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:** Jun-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
156	93	1	1	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jun-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
2771	431	2	1	1
0	0	0	0	0