

# FORMAT I: Fatal and non-fatal accident report

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** May-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
-	-	-	-	2	-	-	1	-	4
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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: May-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	J-3, Ground Floor, Khasra No. 96, 97, 98, 99, 100, Paryavaran Complex,, New Delhi-110030. (Unknown Persons)	10.05.2023 at 15:44 Hrs. Approx.	Non-Fatal	On 10th May, 2023 at about 15:44 Hrs. 66 KV feeder from Mehrauli 220 KV to Malviya Ngr Ckt 2 was tripped from DTL end with Earth Fault, The information regarding tripping was received from System Operation and EHV Breakdown team was deputed to attend the feeder. Hi Pot and Continuity test were done by them and feeder energized at 18:17 HRs on same day. Thereafter, EHV (Trl) South received a message in night that an accident has been occurred in Paryavaran Complex. On dated 11.05.2023 in the morning concerned engineer Sh. Gaurav Singh Kirola has been deputed for patrolling. During patrolling, he came to know through some local residents that an accident was occurred on 10.05.2023 at 15:44 Hrs. at aforesaid address. They also told to our engineer that 2 laboureres were trying to fix the advertisement board of Sun Real Estate under 66 KV tower line at J-3, Ground Floor, Kh. No. 96, 97, 98, 99, 100, Paryavaran Complex. It was further revealed that 2 labourers were came in contact with electric field of live 66 KV tower line, resulting electrocuted. Both were taken to Safdarjung Hospital by their companions.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Pole No. VKPX 733 in front of Plot No. 140-R3, A-2 Block, Mohan Garden,, New Delhi-110059. (Unknown Person)	06.04.2023 at around 10:30 Hrs. Approx.	Non-Fatal	On 06.04.2023 at 11:39 Hours, Mr.Mukesh (AMC Supervisor Vipin Garden Sub-division) had received a call from Mr. Subash resident of R3, A-2 Block, Mohan Garden, New Delhi regarding an accident occurred on Pole No- VKPX 733 in front of Plot No- 140 R3, A-2 Block, Mohan Garden-110059 at around 10:30 Hours (Exact time Unknown). Mr. Mukesh immediately reached at site and found large gathering of people in front of Pole No-VKPX 733, R3, A-2 Block, Mohan Garden. On enquiring from nearby residents he had been informed that worker (Name Unknown) of Gyatri Tent House, Contact No-9811470307, while tying tent on Pole No- VKPX 733 fell down. Nearby residents had further informed that he had been taken to DDU Hospital for treatment by owner of Gyatri Tent House. Sh. Raj Vij, AsVP Mohan Garden, Mr. Ashish Tyagi (SDO Support Vipin Garden Sub-division) Mr. Shakeel (SDO Support Vipin Garden SD) and Mr. Ghayas Hasan (DH Support Mohan Garden) reached at accident site at 15:30 Hours for inspection of site. After reaching at site, it has came to notice that residents of R3, A-2 Block had organised a Kirtan infront of Pole No-VKPX733 on 06.04.2023 in evening. Installation work of tent was given to Gyatri Tent House. On enquiring from nearby residents, it has been informed that the condition of concerned worker (Name Unknown) of Gyatri Tent House is stable and he had been referred to Safdurjung Hospital, New Delhi.	N.A.	N.A.	N.A.	N.A.	N.A.

Note: The electrical accident happened on 06.04.2023 at around 10:30 Hrs. Approx. was not taken in the moth of April 2023 as the matter has been reported to AEC in the month of May 2023.

### FORMAT III: Action taken report for safety measures complied for the accidents occurred

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** May-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	47443	47443	47443	0	47443	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	3299	3299	3299	0	3299	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	19100	19100	19100	0	19100	0
Continuous Scheduled Power Outage	0	0	435	435	435	0	435	0
Replacement of Burnt Meter or Stolen Meter	0	139	1927	2066	1862	67	1929	137



## FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: May-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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	293	1028	1321	897	71	968	353
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	174	1102	1276	875	190	1065	211
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	280	2210	2490	1488	568	2056	434
Complaint lodged for stolen meter		7	33	40	24	11	35	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: May-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
New Connection where no RoW or road Cutting permission is required	7 days	493	19085	19578	19305	10	19315	263
New Connection where RoW or road Cutting permission is required	15 days	11	85	96	87	0	87	9
New Connection where no RoW or road Cutting permission is required	7 days	89	327	416	343	12	355	61
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: May-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: May-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:** May-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)%
8155	113	8268	2	2.42%
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:** May-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: May-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	
<b>1. Power Supply Failure</b>						
(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.		47443	47443	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.		3299	3299	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		19100	19100	0	100.00%
(v)	Continuous scheduled power outages		435	435	0	100.00%
(vi)	Replacement of burnt meter		2066	1862	67	96.52%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		3H:55M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		942	939	3	99.68%
<b>Reliability Indices</b>						
4	SAIFI		0.190	0	0	0
	SAIDI		0.130	0	0	0
	CAIDI		0.684	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-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:** May-23**Year:** 2023

<b>No. of Cases Booked</b>	<b>No. of Cases where UUE is established by the Licensee</b>	<b>No. of cases where appeal filed by the consumer before the Appellate</b>	<b>No. of cases decided by the Appellate Authority in favor of the</b>	<b>No. of cases decided by the Appellate Authority in the favor of</b>
148	96	0	3	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** May-23**Year:** 2023

<b>No. of Cases Booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgement delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favor of Licensee</b>	<b>No. of cases decided by the Special Court in favor of Consumer</b>
1440	225	8	5	3
0	0	0	0	0