

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-22

Year: 2022

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	2	-	1	-	2	2	-	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: Oct-22
 Year: 2022

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	L-3 / 47, Mohan Garden, New Delhi	16.10.2022 at 12:12 Hrs.	Fatal	It has been informed by SDO Shiv Vhiar that on 16.10.2022 at around 12:12 PM, he received a complaint from L-3 / 18, Mohan Garden, New Delhi for No current. Also the consumer informed that nearby house there is a electrical accident occurred. Lineman Mr. Sushil reached the site and came to know from local public that an unknown person was trying to cover the HVDS DT with Plastic Polythene Cover for doing the plastering work in newly construction building for H. No-L-3 / 47, Mohan Garden, New Delhi. During the action he got slipped and got into contact with electric line and fell down. Public took him to hospital, but on the way the person got expired. The Electrical Inspector has also been informed about the accident on 17.10.2022. We have informed the issue to BSES safety department on the same date and joint inspection carried at site with Safety officer Mr. O.P Yadav. Also telephonic information given by you to Electrical Inspector on same date.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Plot No. 94, Gali No. 5, Block-M, Mohan Garden, New Delhi-110059.	25.10.2022 at 12:13 Hrs.	Fatal	A Complaint recieved at Vipin Garden Complaint Center through IOMS on 25.10.2022 at 12:13 PM from Ms. Prem Wati R/o Plot No-99, Gali No-5, M-Block, Mohan Garden, New Delhi regarding fire on pole. On duty TO, Mr. Dharambir assigned the complaint to Mr. Sushil, Lineman and Mr.Jayanti, ALM immediately. Lineman Mr. Sushil and ALM Mr. Jayanti reached at site and came to know about the accident of Mr. Sajan Kumar S/o Sh. Harkidas Age- 32Y , Residential Address-House No.111, Jai Vihar, Bapraula,New Delhi from nearby residents while doing plaster work of Plot No-94, Gali No.5, Block-M, Mohan Garden, New Delhi standing on wooden padding close to HVDS Pole No. VKPS255. On further enquiring from nearby residents, lineman Mr. Sushil was informed that Mr. Sajan Kumar was taken to nearby hospital Satya Nursing Home. Due to that accident load disappeared of associated 11 kV Feeder UGR Mohan Garden from Nilothi Grid. Both FSS and Second Switching Station breaker found tripped. Lineman Mr. Sushil and Lineman Mr. Deppak restored the supply after isolating area of M-Block, Mohan Garden at 12:35 PM. Further supply of M-Block Mohan Garden restored at 01:22 PM after isolating HVDS Pole No. VKPS255.	N.A.	N.A.	N.A.	N.A.	N.A.
3	Ganpati Dharam Kanta, Swarn Park, New Delhi.	29.10.2022 at 11:35 AM	Non-Fatal	The broken Double Pole (DP) replacement work was started at Ganpati Dharam Kanta, Swarn Park (Division Mundka, Swarn Park Sub-Division) on 29.10.2022 at around 10:00 AM under the AMC supervisor. Two overhead HT feeders namely Swarn Park & Vrindavan from 66 KV Nangloi water works Grid were running parallel till the said DP. As stated by AMC supervisor, DP was isolated by opening the jumpers at Hanuman Dharam Kanta DP & the O/G cable from Ganpati Dharam Kanta DP to Ranholla Mor S/Stn was also disconnected at both ends at Ganpati RMU & Ranholla Mor RMU. The chain was also thrown at both O/H feeders. Four linemen namely Sh. Rajpal, Sh. Guddu, Sh. Rinku & Sh. Sunil were deputed by AMC supervisor for replacement of said DP. While removing the HT tape from the joint of HT AB & XLPE cable at Ganpati Dharam Kanta DP, Sh. Sunil L/M got flash at around 11:00am . Immediately, Sh. Sunil was brought down by the associated team. CPR was given & was rushed to the nearby hospital for further treatment.	N.A.	N.A.	N.A.	N.A.	N.A.
4	Plot No. 142, Temp. Kh. No. 114, Vipin Garden Extension, Uttam Nagar Nearby Namkeen Factory, New Delhi-110059. Master Manish Chaudhary	31.10.2022 at 13:55 Hrs.	Non-Fatal	As per statement of Victim, he went on the roof to remove the decoration lights from his house and came in the contact to the 66 KV EHV Live Wire. It has been learnt from his father that the victim was immediately taken to Tarak Hospital, Dwarka More for treatment. eHV TRL West Office came to know about the accident from the break down team during attending the break down and they thereafter telephonically informed to Safety Department and Electrical Inspector and also visited the site for collecting information.	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: Oct-22
Year: 2022

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	24142	24142	24142	0	24142	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	5031	5031	5031	0	5031	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	9300	9300	9300	0	9300	0
Continuous Scheduled Power Outage	0	0	413	413	413	0	413	0
Replacement of Burnt Meter or Stolen Meter	0	112	1820	1932	1732	77	1809	123

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-22

Year: 2022

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	2348	0	2348	0	0	0	2348
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	588	0	588	0	0	0	588
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	594	0	594	0	0	0	594
Complaint lodged for stolen meter		4	0	4	0	0	0	4

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

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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	5224	10112	15336	7758	159	7917	7419
New Connection where RoW or road Cutting permission is required	15 days	40	53	93	48	0	48	45
New Connection where no RoW or road Cutting permission is required	7 days	51	80	131	66	11	77	54
New Connection where RoW or road Cutting permission is required	15 days	6	5	11	8	0	8	3

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: Oct-22
 Year: 2022

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: Oct-22
Year: 2022

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: Oct-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)%
8030	15	8045	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 XI: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-22
Year: 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)%
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: Oct-22
 Year: 2022

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.		24142	24142	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.		5031	5031	0	100.00%
(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		9300	9300	0	100.00%
(v)	Continuous scheduled power outages		413	413	0	100.00%
(vi)	Replacement of burnt meter		1932	1732	77	89.65%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		3H:58M	0	0	0.00%
	Restoration of supply by 6:00 PM		ALL	0	0	0.00%
3	Faults in street light maintained by the		1307	1306	1	99.92%
Reliability Indices						
4	SAIFI		0.150	0	0	0
	SAIDI		0.120	0	0	0
	CAIDI		0.800	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: Oct-22
Year: 2022

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:** Oct-22**Year:** 2022

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
71	63	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Oct-22**Year:** 2022

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
1517	401	0	0	0
0	0	0	0	0