

## FORMAT I: Fatal and non-fatal accident report

**Name of Company:** BSES RAJDHANI POWER LIMITED.

**Period of Report:** Oct-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	1	2	5	1	17
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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-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-Block, C. R. Park, New Delhi. Sh. Virendra Kumar S/o Sh. Jay Lal (L/M of M/S A2Z Infra Services Ltd. UID No. 131420916)	18.10.2023 at 3:15 PM Approx.	Non-Fatal	<p>It has been reported that a street light complaint was received telephonically around 11:00 Hrs. on dated 18.10.2023 regarding non-functioning of street lights in Part of J-Block, CR Park, New Delhi. Accordingly Street Light team (Sh.Puran L/M, Sh.Banai singh, ALM) reached, checked the site at 15:00 Hrs &amp; it was noticed that the street light conductor touching with neutral conductor infront of H.No: J-1819, CR Park, Neq Delhi.</p> <p>Hence shutdown sought by street light team to provide the line spacer at aforesaid location. Accordingly Sh.Virender, L/M reached the aforesaid location &amp; put "OFF" the power supply &amp; same was also confirmed from the meter installed in premises J-1819 CR Park. After confirmation, Sh.Virender tried to install the line spacer infront of H.No: J-1819, CR Park. While trying to tie the spacer between conductor, street light team who supports the ladder noticed Sh.Virender shows some weird expression, immediately the ground team dragged Sh.Virender to land on ground with the support of ladder &amp; rushed to Trauma Center, Safdurjung Hospital at 16:20 Hrs. Initial treatment started (ECG, X-ray, CT Scan) &amp; all reports found OK. After some time as per his health reports doctor advised to shift into normal ward around 21:00 Hrs on 18.10.2023. As of now dated 19.10.2023, his health condition is absolutely normal.</p>	N.A.	N.A.	N.A.	N.A.	N.A.
2	H-17 / 254, Sangam Vihar, New Delhi-110080. Ms. Kanti (General Public)	23.10.2023 at 17:37 Hrs.	Non-Fatal	<p>It has been reported that an emergency complaint bearing Complaint No. 23102301406 was received on dated 23.10.2023 at 17:37 Hrs in Complaint Center Sangam Vihar regarding Current leakage in House No. H-17 / 254, Sangam Vihar, New Delhi-110080. BSES team immediately reached at site and found one lady got shocked due to curtain rod touched by lady with HVDS Distribution Transformer. On site, it was learnt / information received from neighbourhood that lady was trying to remove the sari by using curtain rod from HVDS Distribution Transformer. Victim was immediately taken to nearby Majidia Hospital by their home members. Accident report to the Electrical inspector Office has been acknowledged on 26.10.2023. Site Photographs have also been captured from the site. Lady is getting treatment at LNJP Hospital and in under observation.</p>	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-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	16524	16524	16472	52	16524	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	5736	5736	5722	14	5736	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	2	2	2	0	2	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	8612	8612	8608	4	8612	0
Continuous Scheduled Power Outage	0	0	1244	1244	1244	0	1244	0
Replacement of Burnt Meter or Stolen Meter	0	1452	815	2267	1099	146	1245	1022



**FORMAT V: Complaint about meters**

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Oct-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	2621	2818	5439	2612	754	3366	2073
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	1724	1839	3563	689	1053	1742	1821
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	3627	2368	5995	859	2661	3520	2475
Complaint lodged for stolen meter		62	41	103	16	44	60	43

**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: Oct-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	216	18748	18964	18125	10	18135	829
New Connection where RoW or road Cutting permission is required	15 days	9	502	511	498	0	498	13
New Connection where no RoW or road Cutting permission is required	7 days	38	151	189	171	5	176	13
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: Oct-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: Oct-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:** Oct-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)%
8327	42	8369	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 XIII: Failure of Power Transformer****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Oct-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: Oct-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.		16524	16472	52	99.69%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5736	5736	14	99.76%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		2	2	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		8612	8608	0	99.95%
(v)	Continuous scheduled power outages		1244	1244	0	100.00%
(vi)	Replacement of burnt meter		2267	1099	146	48.57%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch		7H:51 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		1099	1094	5	99.55%
<b>Reliability Indices</b>						
4	SAIFI		0.15	0	0	0
	SAIDI		0.12	0	0	0
	CAIDI		0.80	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-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:** Oct-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>
48	77	0	1	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Oct-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>
2260	560	3	0	3
0	0	0	0	0