

FORMAT I: Fatal and non-fatal accident report

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-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	1	5	1	16
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-

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: Sep-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	HVDS Network Besides H. No. B-221, Gali No 28, Kh. No. 71 / 2, Chandan Vihar, Laxmi Park, Nangloi, New Delhi-110041. --Sh. Akanshu S/o Sh. Ravi (General Public)	27.09.2023 at 11:00 AM Appox.	Non-Fatal	It has been reported that on 27.09.2023 at 11:15Hrs. an electrical incident occurred on HVDS Chandan Vihar Network besides Premises No. B-221, Gali No. 28, Kh. No. 71 / 2, Chandan Vihar, Laxmi Park, Nangloi, New Delhi-110041. At 11.15 Hrs, 11KV Laxmi Park feeder emanating from 66KV Nangloi Grid registered with 'Load Disappear' event. Our team carried patrolling and during the same, it was found that some resident was getting construction work done by illegally encroaching the HVDS network that led to the said electrical accident during trespassing on Electrical Network. The BSES Network / Cable nearby the accident site by virtue of designed fully insulated, secured and supported by High Tensile Strength Messenger Wire. On this pole, there is a 25 KVA Single Phase Transformer along with insulated running HT AB Cable. There was a construction ongoing where our HT Network was being encroached upon illegally. By the time, our team reached the site, being Non Fatal Incident, the injured was taken for further medical assistance at Safdurjung Hospital. Now at 17.00 Hrs, it has been brought to notice that injured is under medical supervision. The matter has been forwarded to Sh Dabas, Electrical Inspector, Govt of Delhi. Site Pictures have also been captured of the accident site. The report of the said incident has also been intimated to Nihal Vihar Police Station enclosing therewith copy of electrical inspector letter as well about illegal encroachment towards BRPL Mains causing danger.	N.A.	N.A.	N.A.	N.A.	N.A.
2	Plot No 72-C, Kh. No. 19 / 1, 2, 9 / 1, 19 / 3 / 1, Prem Vihar, Gali No 1, Nangli Sakrawati, Najafgarh, New Delhi. --Mrs. Binita (General Public)	28.09.2023 at 11:33 Hrs.	Non-Fatal	On dated 28.09.2023. as per information received from SDO Division, a non-fatal accident happened on 66 KV feeder 220Kv Najafgarh to Nangloi Water Works Ckt (between Tower No. 10 & 11). It has been reported by EHV TRL West that 66 KV feeder 220Kv Najafgarh to Nangloi Water Works Ckt tripped at 11:33 hrs. on dated 28.09.2023. On physical verification of the accident site, it has been found that the vertical clearance found approximately 5 feet. It was revealed that the premise in question was illegally constructed under enclose to BSES existing 66 KV Double Circuit, O/H Line. The victim, Mrs. Binita got electric shock with bottom most conductor of the said line, while she was climbing on terrace. Immediately, she was taken to Deen Dayal Upadhyay Hospital for treatment. His current status could not be known as the mobile number of the victim was in Off position since long time. In this regard, an accessibility Notice has already been sent to the said premise on dated 12.07.2023.	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: Sep-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	31266	31266	31134	132	31266	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	7318	7318	7306	12	7318	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	14387	14387	14358	29	14387	0
Continuous Scheduled Power Outage	0	0	590	590	590	0	590	0
Replacement of Burnt Meter or Stolen Meter	0	1805	966	2771	1210	109	1319	1452

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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	2176	3563	5739	2581	538	3119	2620
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	1267	1513	2780	523	535	1058	1722
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	3392	2872	6264	876	1766	2642	3622
Complaint lodged for stolen meter		50	40	90	9	19	28	62

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: Sep-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	369	11503	11872	11643	13	11656	216
New Connection where RoW or road Cutting permission is required	15 days	17	66	83	74	0	74	9
New Connection where no RoW or road Cutting permission is required	7 days	53	153	206	159	9	168	38
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: Sep-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 distribtion 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: Sep-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: Sep-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	3,783	4,021	3,974	0	3,974	47
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	68	563	631	631	0	631	0
Change of Category	As per Regulation 17 (5)	47	240	287	275	12	287	0
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: Sep-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	603	442	1,045	417	36	453	592
Final bill for vacation of premises /	5 days	19	132	151	117	0	117	34
Non payment of dues by the	15 days	4	45	49	44	0	44	5
Request for reconnection	24hrs	692	875	1,567	381	425	806	761
Consumer wanting disconnection	5 days	3,070	3,079	6,149	1,198	1,592	2,790	3,359

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-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	0	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: Sep-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: Sep-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.		31266	31134	132	99.58%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		7318	7318	12	99.84%
(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		14387	14358	29	99.80%
(v)	Continuous scheduled power outages		590	590	0	100.00%
(vi)	Replacement of burnt meter		27771	1210	109	97.20%
Period of Scheduled Outage						
2	Maximum duration in a single stretch		7H:39 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		1173	1172	1	99.91%
Reliability Indices						
4	SAIFI		0.250	0	0	0
	SAIDI		0.180	0	0	0
	CAIDI		0.720	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: Sep-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: Sep-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
48	84	3	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-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
1633	606	2	1	1
0	0	0	0	0