

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

<b>Name of Company:</b>	BRPL
<b>Period of Report:</b>	Oct-24
<b>Year:</b>	2024

Number of Accidents during the month					Cumulative since starting of year		Cumulative since starting of year		
Departmental		Outside			Departmental		Outside		
FH	NFH	FH	FA	NFH	FH	NFH	FH	FA	NFH
0	0	0	0	1	0	4	8	2	7

**FH- Fatal Human**  
**NFH- Non Fatal Human**  
**FA- Fatal Animal**

**(Signature of the Licensee)**



FORMAT III:

Month : October 2024

S.NO.	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
1	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.			11779	11779	11751	28	11779	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			9166	9166	9058	108	9166	0
3	Continuous power supply failure requiring replacement of distribution transformer.			0	0	0	0	0	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			7689	7689	7655	34	7689	0
5	Continuous Scheduled Power Outage			1587	1587	1587	0	1587	0
6	Replacement of Burnt Meter or Stolen Meter		147	1982	2129	2073	9	2082	47



## FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Oct-24  
 Year: 2024

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	3885	2070	5955	1844	718	2562	3393
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	984	4884	5868	3576	1113	4689	1179
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	431	2012	2443	1477	631	2108	335
Complaint lodged for stolen meter		3	35	38	30	4	34	4

## 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-24

Year: 2024

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	6400	14983	21383	8537	0	8537	12846
New Connection where RoW or road Cutting permission is required	15 days	3936	8520	12456	4401	35	4436	8020
New Connection where no RoW or road Cutting permission is required	7 days	142	231	373	121	38	159	214
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-24  
 Year: 2024

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-24  
 Year: 2024

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:** Oct-24  
**Year:** 2024

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
<b>Transfer of Name</b>	Within two billing cycles of acceptance of application or clearing of dues whichever is later	1,230	4,171	5,401	5,248	0	5,248	153
<b>Load Reduction</b>	Within ten days of acceptance of application, shall be effective from next billing cycle	76	400	476	476	0	476	0
<b>Change of Category</b>	As per Regulation 17 (5)	211	347	558	151	115	266	292
<b>Incase connection is denied after receipt of payment against demand note</b>	-	0	0	0	0	0	0	0
<b>Connection energized through Loop</b>	As per Regulation 11	0	0	0	0	0	0	0
<b>If notice towards downward if any is not sent</b>	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:** Oct-24  
**Year:** 2024

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
<b>Complaints on billing</b>	Only one bill in a Financial Year	659	358	1,017	205	7	212	805
<b>Final bill for vacation of premises /</b>	5 days	38	221	259	221	1	222	37
<b>Non payment of dues by the</b>	15 days	0	32	32	31	0	31	1
<b>Request for reconnection</b>	24hrs	166	1,331	1,497	1,199	200	1,399	98
<b>Consumer wanting disconnection</b>	5 days	714	4,759	5,473	2,922	1,775	4,697	776

**FORMAT XI: Failure of Distribution Transformer**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Oct-24  
**Year:** 2024

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)%
8494	46	8540	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:** Oct-24  
**Year:** 2024

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)%
276	0	276	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII: Standard of Performance						Month : OCT 2024
S. No.	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended		Standard of Performance achieved
				Within Specified Time	Beyond specified time	
1	<b>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.		11779	11751	28	99.76%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		9166	9058	108	98.82%
(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		7689	7655	34	99.56%
(v)	Continuous scheduled power outages		1587	1587	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2129	2073	9	97.37%
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch		07H:35M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		7222	7111	111	98.46%
<b>Reliability Indices</b>						<b>Remark</b>
4	SAIFI		0.252			
	SAIDI		0.170			
	CAIDI		0.672			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

**FORMAT XIV: Compensation Details**

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

Period of Report: Oct-24

Year: 2024

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-24

**Year:** 2024

<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>
86	133	0	10	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity**

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

**Period of Report:** Oct-24

**Year:** 2024

<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>
1543	151	0	0	0
0	0	0	0	0