

FORMAT I: Fatal and non-fatal accident report

Name of Company: BRPL
 Period of Report: Dec-23
 Year: 2023

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	2	1	2	7	1	19

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

(Signature of the Licensee)

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

Name of Company: BRPL
 Period of Report: Dec-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	HT AB Cable Section between Pole No-VKPZ323 and VKPZ 325 near GD Lancer School, Sainik Enclave, Mohan Garden, New Delhi-110059. Mr. Ram Sewak (General Public)	10.12.2023 at 9:53 Hrs.	Non-Fatal	It has been reported that on dated 10.12.2023 at 9:53 Hrs., a complaint received in Vipin Garden Complaint Center through IOMS from Mr. Virender, R/o B-48, Sainik Enclave, Sector-3, Mohan Garden. On duty TO, Mr. Dharamveer assigned the complaint to Mr. Suraj, Lineman. Mr. Suraj along with Mr. Giriraj, ALM reached at site and found that there is no supply in concerned area. While Patrolling of network for searching fault Mr. Suraj had been informed that Mr. Ram Sewak employee of M/s Kumar Tent House fell from ladder while erecting iron pipe for hanging tent near HT AB Cable Section between Pole No. VKPZ 323 and VKPZ 325. Due to this, load disappeared of 11 KV associated feeder, Tiranga Chowk from first Switching Station at Ranholia Chowk. Mr. Suraj informed the same to AMC Supervisor Mr. Mukesh and on duty TO about the same. Breakdown Mohan Garden team restored supply from FSS at Ranholia Chowki at 10:30 Hrs. Mr. Suraj, Lineman restored supply of the area at 10:42 Hrs. Mr. Mukesh immediately reached at site and found large gathering of people in front of Pole No. VKPZ 326 H. No. 48, Sec-3, Sainik Enclave. On enquiring from nearby residents, he had been informed that Mr. Ram Sewak employee of M/s Kumar Tent House fell from ladder while erecting iron pipe for hanging tent near HT AB Cable Section between Pole No. VKPZ 323 and VKPZ 325. Nearby residents had further informed that he had been taken to Mata Rooprani Maggo Hospital, Uttam Nagar for further treatment and his condition is stable.	N.A.	N.A.	N.A.	N.A.	N.A.
2	11 K Kiosk S/Stn., A-4, Harijan Basti, Janak Puri, New Delhi. K, FL-IS-RP-WTC-DJKP-1004-JAB011. Unknown Person (General Public)	28.12.2023 around 16:55 Hrs.	Non-Fatal	It has been reported by SDO Sub-division B-1, Janak Puri that an 11kV breakdown of A4 Asalatpur Feeder occurred at 16:55 hours from the Pankha Road Grid. Shortly after, a call was received from Circle Control Balaji regarding the electrocution of a man at A2 Block Janakpuri. In response to the call from Circle Control, O&M team S/Div B1 CC Div- JKP promptly left for A4 Hzn Basti S/stn. On reaching the S/Stn., the O&M team JKP found an unknown person with burnt marks on his hands and face outside the Substation, surrounded by the public. Upon entering the Substation, it has been observed that covers of the 4W+1W RMU were missing. Flash at the coupling Bus Bar of the RMU was identified. Covers of coupling Bus Bars were found tampered and left on top of the RMU with all its Nut Bolts. The tampered covers and missing Nut Bolts indicate unauthorized access and potential tampering with BRPL assets. It has been concluded that the injured person entered the Substation with the intention of stealing BRPL assets. While tampering with the assets, the individual came in contact with live parts, resulting in electrocution. Telephonically message given to Div Head Janakpuri(5.30 PM) DC Janakpuri(5:33PM) and Safety Team(5:37PM) about the incident on the same day.	N.A.	N.A.	N.A.	N.A.	N.A.

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

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.		0	15023	15023	14999	24	15023	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		0	5447	5447	5393	54	5447	0
3	Continuous power supply failure requiring replacement of distribution transformer.		0	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)		0	7120	7120	7120	0	7120	0
5	Continuous Scheduled Power Outage		0	1776	1776	1776	0	1776	0
6	Replacement of Burnt Meter or Stolen Meter		1072	1616	2688	1291	269	1560	1128

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
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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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	1,517	1,307	2,824	1,225	695	1,920	904
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	1,828	2,102	3,930	1,246	1,885	3,131	799
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	1,866	1,828	3,694	931	2,131	3,062	632
Complaint lodged for stolen meter		30	36	66	16	31	47	19

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	373	13,040	13,413	13,160	0	13,160	253
New Connection where RoW or road Cutting permission is required	15 days	12	43	55	40	0	40	15
New Connection where no RoW or road Cutting permission is required	7 days	10	163	173	142	12	154	19
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.

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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
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.
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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:** Dec-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)%
8385	31	8416	4	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:** Dec-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

FORMAT XIII: Summary of Overall Standards of Performance.						Month : December 2023
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	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.		15023	14999	24	99.84%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5447	5393	54	99.01%
(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		7120	7120	0	100.00%
(v)	Continuous scheduled power outages		1776	1776	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2688	1291	269	82.75%
Period of scheduled outage						
2	Maximum duration in a single stretch		07H:29M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		894	890	4	99.55%
Reliability Indices						Remark
4	SAIFI		1.84			
	SAIDI		1.28			
	CAIDI		0.69			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation DetailsName of Company: **BSES RAJDHANI POWER LIMITED.**

Period of Report: Dec-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:** Dec-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
79	22	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Dec-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
2301	241	2	0	2
0	0	0	0	0