

Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Apr-26
Year:	2026-27

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	1	1	0	3	0	1	1	0	3

FH- Fatal Human

NFH- Non Fatal Human

FA- Fatal Animal

(Signature of the Licensee)

Action taken report for safety measures complied for the accidents occurred

Name of Company:	BRPL
Period of Report:	Apr-26
Year:	2026-27

SI. No.	Location of accident and details of victim	Date of occurrence	Division	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	Report submitted by
1	F-40, Sanjay Colony, Bhati Mines Delhi, Sub/Div.-Fatehpur Beri, Sh.Soleen, Son of Sh. Nazru, Age- 29 years	08.04.26 @ 12.30 PM	O&M-CHP	Non-Fatal Public	An HT breakdown of Bhati Mines HT Feeder from Fatehpur Beri Grid took place on 08/04/26 around 12:30 PM but O&M team fails to find the fault and as per SDO this incident also didn't came to their knowledge. It was only when Electrical Inspector called to DH for site visit this incident came to knowledge of O&M and to the knowledge of safety team. Site was jointly inspected and found that while a roof shuttering work was in progress, a construction labourer Sh. Soleem came very close to BRPL HT line/conductor resulting in severe flash on his face, chest, arms and leg. This information was received at nearby police chowki at 12:30 PM and police team coordinated to send the victim to AIIMS Delhi. It has also been observed that owner of the property has also extended the shuttering of roof very close to the HT conductor which became the real reason of labourer coming in contact with the BRPL line/conductor. The victim is still admitted in AIIMS Delhi and under treatment.						
2	Ward No.8, Mehrauli, S/D B-1, VKJ Shri Vijay Kumar AMC Lineman of M/s.Sandha & Co.	09.04.26 @ 07.30 PM	O&M-VKJ	Non-Fatal AMC vendor Lineman	A mechanical (Non-Electrical) accident occurred on 09.04.2026 at approximately 07:30 PM at Ward No. 8, Mehrauli, under Sub-Division B-1, Vasant Kunj. During the execution of maintenance work at site, Lineman Shri Vijay Kumar was engaged in climbing the ladder to hand over pole fitting material to another lineman positioned above. While he was at an approximate height of 10 feet, and in the process of handing over the material, his foot slipped, causing him to lose balance and fall from the ladder. As a result of the fall from height, Shri Vijay Kumar got injured and was unable to walk. Immediately after the incident, AMC supervisor and other team members provided assistance and shifted him to the nearest medical facility, Fortis Hospital, Vasant Kunj, for treatment. Mr. Vishal Rai (SDO) reached to the hospital at around 09:15 PM and met to Mr.Vijay Kumar and attending doctor. After medical examination and necessary investigations, the attending doctor informed at around 10:30 that his left leg has a fracture. Necessary treatment work started immediately after admission. No other external or internal injuries were reported.						
3	Dichaon Enclave, Dichaon Kalan, S/D Anaj Mandi, Najafgarh, ND Unknown	20.04.26	O&M-NJF	Fatal Public	on 24.4.2026 around 10.37 AM call came from Sh Shivram Meena (Overseer) from electrical inspector office for carrying out joint inspection in Dichaon Enclave regarding an electrocution incident that occurred on 20.4.2026. Intimation of incident to electrical inspector was sent by P.S Baba Haridass Nagar. No intimation was done to BSES since the incident occurred. No PCR complaint was registered in IOMS regarding this and no call came from any consumer in area for reporting of this incident . 1. This is new plot cutting in Dichaon Enclave having approx 35 to 40 no houses all indulging in theft through illegal wire tapped from nearby DT of 630 KVA (NAJ 363) DT supplies electricity in authorized area of Dichaon Enclave. 2. No electrical network of BSES exist in this new plot cutting and no BSES meter is installed . 3. At site there was new construction of 3 no houses found and Grah Pravesh programme was organized for which tent was installed . 4. During wire laying for fans and light connections of tent tapping was done from illegal wire laid in house and joint touched the iron pipe of tent. 5. A person from house organizing grah pravesh programme came in contact with iron pipe, got electrocuted and eventually died . 6 As per site it came to our knowledge that no follow up is being done from house people, matter is reported to police through hospital. 7. Electrical inspector took photo of site, illegal cable was removed and checked for puncture points. A puncture point near iron pipe was found and same was noted by him. 8. Final remarks note down by Sh Shivram Meena is that illegal wire was laid and illegal puncture was done. No BSES assets found on site and No intimation of any kind before or after incident is reported to BSES .						
4	Building No. 18/19, Adj. Hero Showroom, Second Floor, Rana Ji Enclave, Najafgarh Road, New Delhi – 110043 Unknown	27.04.2026 @ 10.30 Hrs	EHV West	Non-Fatal Public	The System Operations (Control Room) reported a breakdown at approximately 10:30 hours on the 66 kV feeder between DIB Najafgarh Grid and G-5 Matiyala Grid. Upon receipt of the information, the breakdown team immediately commenced patrolling of the line, as no incident had been reported at that time. During patrolling, upon reaching the site, the team gathered inputs from local residents indicating that a non-fatal incident had occurred at around 10:30 hours on the said 66 kV feeder (Circuit No.2), specifically in the span between Tower Nos. 07 and 08. Preliminary information suggests that unauthorized construction was underway at the said building, and an unknown individual allegedly threw a metallic wire from a nearby structure, which accidentally came into contact with the conductor, resulting in the individual sustaining an electric shock. It was further observed that the building has been illegally constructed and has encroached upon the BRPL network.						
5	DDA Park Opp. Mohan Mandir, Hari Nagar, New Delhi-64 Shri Hari Kishan, Age 45 Yrs	27.04.2026 @ 08.55 PM	EHV West	Non-Fatal Public	BSES System Operations (Control Room) received a PCR complaint at approximately 21:01 hours regarding an incident involving an unknown person near Mohan Mandir, Hari Nagar. Moreover, a Tripping event of the 33 kV Rewari line feeding the 33 kV Mayapuri Grid was also recorded at approximately 20:55 hours. Immediately, upon receipt of the information from System Operations, BRPL's EHV team reached the site. As per preliminary inputs gathered, an unidentified individual (later identified as Shri Hari Kishan) had climbed a tree, reportedly to pluck drumsticks. During the process, a branch is believed to have broken and come into contact with the overhead line, possibly resulting in a flash. It is presumed that the individual fell from the tree, either due to the flash and/or due to the branch breaking. As per information collected from members of the public, the victim was subsequently shifted to a nearby hospital by a PCR van.						

Annexure-III

Month : Apr 2026

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.			10438	10438	10315	123	10438	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			8486	8486	8437	49	8486	0
3	Continuous power supply failure requiring replacement of distribution transformer.			1	1	1	0	1	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			10340	10340	10280	60	10340	0
5	Continuous Scheduled Power Outage			336	336	336	0	336	0
6	Replacement of Burnt Meter or Stolen Meter		39	1770	1809	1743	25	1768	41

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Apr-26
 Year: 2026

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	264	466	730	463	37	500	230
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	377	1,351	1,728	921	394	1,315	413
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	255	1,869	2,124	307	1,510	1,817	307
Complaint lodged for stolen meter		5	27	32	17	11	28	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: Apr-26
 Year: 2026

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	12162	28266	40428	20871	0	20871	19557
New Connection where RoW or road Cutting permission is required	15 days	46	14	60	54	0	54	6
New Connection where no RoW or road Cutting permission is required	7 days	123	506	629	378	24	402	227
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: Apr-26
 Year: 2026

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: Apr-26
 Year: 2026

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: Apr-26
Year: 2026

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	967	7,649	8,616	8,372	0	8,372	244
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	39	379	418	413	0	413	5
Change of Category	As per Regulation 17 (5)	179	369	548	260	84	344	204
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: Apr-26
Year: 2026

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	973	331	1,304	154	10	164	1,140
Final bill for vacation of premises /	5 days	28	181	209	187	6	193	16
Non payment of dues by the	15 days	1	3	4	3	0	3	1
Request for reconnection	24hrs	152	667	819	426	251	677	142
Consumer wanting disconnection	5 days	1,431	7,440	8,871	4,590	2,896	7,486	1,385

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-26
Year: 2026

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	0	5=(4)*100/(3)%
8831	0	8831	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:** Apr-26**Year:** 2026

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)%
299	0	299	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII

Month : Apr 2026

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.		10438	10315	123	98.82%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		8486	8437	49	99.42%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		1	1	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10340	10280	60	99.42%
(v)	Continuous scheduled power outages		336	336	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1809	1743	25	96.40%
2	Maximum duration in a single stretch		04 HH : 49 MM			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		504	501	3	99.40%
Reliability Indices						Remark
4	SAIFI		0.203			
	SAIDI		0.129			
	CAIDI		0.636			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
 Period of Report: Apr-26
 Year: 2026

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: Apr-26

Year: 2026

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
39	28	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Apr-26

Year: 2026

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
3761	474	42	41	1
0	0	0	0	0