

Format I : Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Aug-25
Year:	2025-26

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
1	0	2	0	3	1	0	14	0	7

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:		Aug-25									
Year:		2025-26									
Sl. 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	Radhey Mohan Drive, Chattarpur 03 labourers of RWA	11.08.25 @ 12.30 PM	O&M-SKT	Non-Fatal Public	On 11.08.2025 at about 12.30 PM an intimation with regard to a non-fatal accident involving 03 labourers of RWA of Radhey Mohan Drive area was received from Tel.No.9810152151, claiming himself to be a RWA Manager. He had informed that their workers engaged in tree-pruning activity near 11KV line had suffered electric shocks. This incident had happened with an aluminium moveable ladder which was being pushed in between the line and trees and it seems that the incident happened when the trolley / ladder came in direct contact of insulated 11KV line when with force the trolley damaged the insulation and was charged accidentally.						
2	RZC-1/44, Partap Garden, Uttam Nagar, ND Master Mohit (Age 9-10 Yrs)	11.08.25 @ 18.50 Hrs	EHV-TRL West	Fatal - Public	On 11.08.2025 at about 18.50 hours, there was a tripping of 66KV G-5 Matiyala – Pankha Road Circuit No.2. On receipt of intimation, the team was deputed, who when examined the feeder came to know from bystanders that an electrocution incident had happened at Premises No.RZC-1/44, Partap Garden, Uttam Nagar, New Delhi-110059 between tower No.9 and 10, involving serious injury to Master Mohit Kumar (age 9-10 years) S/o Shri Jitender Verma, Resident of RZC-1/43, i.e. nearby premises where the child was reported to have approached to his neighbour's rooftop to retrieve a kite which was stuck-up in close proximity of EHV Line.						
3	Mehrauli Nursery, Shaheed Jeet Singh Marg, S/D Katwaria Sarai, D-HKS Ankush Kumar, Age 19 Yrs, R/o Vill. Akhroli Bulandshahr, U.P.	27.08.25 @ 01.45 AM	O&M-HKS	Fatal - Public	A PCR Complaint received on 27/08/2025 around 01:45 AM at Bhim Nagari Complaint Centre in ioms. Lineman Sh.Rahmatullah was immediately deputed to attend the complaint alongwith ALM Sh.Ameer. 2. On reaching site he found a man(victim) lying in a ditch created by falling of stone boundary wall of Mehrauli Nursery. Lineman checked for any leakage current at ralling of boundary wall but no leakage was found but as instructed by policemen on site Lineman switched off the supply for safety reasons. 3. Later on Police officials took the body for further procedures. 4. No Part/element of LT network was found touching the boundary wall of Mehrauli Nursery hence possibility of current leakage is almost negligible.						
4	Cluster No.2, C.R.Park Market-II, New Delhi-110019 Shri Tanmay Pal S/o Shri Chittranjan Pal, Age approx. 40 years	30.08.25 @ 19.20 Hrs	O&M-ALN	Non-Fatal Public	On 30/08/2025 at about 7:21 PM, a leakage current complaint was received telephonically. Immediately upon receipt of the complaint, lineman Mr. Shiv Ram / ALM Babu Lal was deputed to attend the site. He reached the location at approximately 7:26 PM. On inspection, it was observed that leakage current was present in the wiring box of an advertising board. In compliance with the instructions of the local police and considering public safety, the output of Meter No. 46264577 (M/s ANJ Creations Pvt. Ltd.) was disconnected. A non-domestic LT temporary connection of 1KW with CA No.351374793 stands sanctioned in the name of M/s.ANJ Creations Pvt.Ltd., Ground Floor, Cluster No.2, C.R.Park Market-II, Alaknanda, New Delhi-110019. Unfortunately, due to the leakage current, one unknown person came in contact and sustained an electric shock. The police immediately arranged for an ambulance, and the injured person was shifted to the hospital for urgent medical treatment.						
5	H. No. F-4/5 F/F KH. NO-259 AALI VIHAR NEW DELHI -110076 Mst.Shivam S/o Sh.Sonu Age 11 Yrs	30.08.25 @ 17.30 Hrs	O&M-SVR	Non-Fatal Public	On 30-08-25, around 5.35PM : A telephonic complaint received about no power at Ali Vihar. Within 15 minutes upon reaching at site BSES LM found that supply is off from the first switching s/stn. While checking about reason of tripping, it was pointed out by some public that a kid was flying the kite that entangled on the pole & while trying to remove the kite with help of a metallic rod, A flash occurred on pole and kid got an electric shock at the second floor terrace of premise. A detailed analysis was done immediately and found that FSS RMU of the said feeder tripped within 0.05 seconds at 17:30 dtd 30.08.2025. As on dated 31.08.2025 the child has returned to his home safe and with dressings on hand, stomach and reportedly out of danger.						

	Month : Aug 2025								
S.NO.	Service Area	Standard	Pending complaint of the previous	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.			19543	19543	19429	114	19543	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			10178	10178	10107	71	10178	0
3	Continuous power supply failure requiring replacement of distribution transformer.			6	6	6	0	6	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			10993	10993	10893	100	10993	0
5	Continuous Schduled Power Outage			14	14	14	0	14	0
6	Replacement of Burnt Meter or Stolen Meter		75	2364	2439	2331	19	2350	57

FORMAT IV: Quality of Power Supply

Name of Company:
BSES RAJDHANI POWER LIMITED.

Period of Report:
Aug-25

Year:
2025

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=5-8
Local Problem	4 hours	0	1433	1433	1433	0	1433	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/ capacitor	0	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	0	0	0	0	0	0	0	0

FORMAT V: Complaint about meters

Name of Company:
Period of Report:
Year:

BSES RAJDHANI POWER LIMITED.
Aug-25
2025

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	999	1512	2,511	1472	139	1,611	900
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	1,146	3692	4,838	2412	1390	3,802	1,036
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	430	2617	3,047	669	1957	2,626	421
Complaint lodged for stolen meter		9	39	48	14	23	37	11

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: Aug-25
 Year: 2025

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	7962	14702	22664	11857	0	11857	10807
New Connection where RoW or road Cutting permission is required	15 days	3357	4385	7742	3921	0	3921	3821
New Connection where no RoW or road Cutting permission is required	7 days	106	250	356	124	86	210	146
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: Aug-25
Year: 2025

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:
Period of Report:
Year:

BSES RAJDHANI POWER LIMITED.
Aug-25
2025

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: Aug-25
Year: 2025

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	2,101	5,571	7,672	7,537	4	7,541	131
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	43	382	425	398	26	424	1
Change of Category	As per Regulation 17 (5)	113	289	402	179	75	254	148
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:
Aug-25

Year:
2025

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	1,073	345	1,418	177	34	211	1,207
Final bill for vacation of premises /	5 days	60	261	321	272	2	274	47
Non payment of dues by the	15 days	0	44	44	44	0	44	0
Request for reconnection	24hrs	136	778	914	547	197	744	170
Consumer wanting disconnection	5 days	814	4,696	5,510	3,126	1,475	4,601	909

FORMAT XI: Failure of Distribution Transformer

Name of Company:
BSES RAJDHANI POWER LIMITED.

Period of Report:
Aug'25

Year:
2025

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)%
8740	0	8740	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:

Aug-25

Year:

2025

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)%
287	0	287	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII				Month : Aug 2025		
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.		19543	19429	114	99.42%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		10178	10107	71	99.30%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		6	6	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10993	10893	100	99.09%
(v)	Continuous scheduled power outages		14	14	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2439	2331	19	95.60%
Period of scheduled outage						
2	Maximum duration in a single stretch		06H : 13M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		6218	5014	158	97.45%
Reliability Indices						Remark
4	SAIFI		0.161			
	SAIDI		0.101			
	CAIDI		0.631			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Aug-25
Year: 2025

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:
Period of Report:
Year:

BSES RAJDHANI POWER LIMITED.
Aug-25
2025

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
55	53	1	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company:
Period of Report:
Year:

BSES RAJDHANI POWER LIMITED.
Aug-25
2025

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
1880	629	8	8	0
0	0	0	0	0