

## Fatal and non-fatal accident report

<b>Name of Company:</b>	BRPL
<b>Period of Report:</b>	Dec-25
<b>Year:</b>	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
0	1	0	0	1	1	1	17	0	14

**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

<b>Name of Company:</b>	BRPL
<b>Period of Report:</b>	Dec-25
<b>Year:</b>	2025-26

Sl. No.	Location of accident and details of victim	Date of occurrence	Div	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	Durga Vihar Colony Phase-2, S/D Jhatikra Mod, D-NJF Shri Mahender Singh, AMC Lineman of M/s.Sandha & Co.	10.12.2025 @ 11.40 Hrs	O&M-NJF	Non-Fatal AMC vendor Lineman	On 10.12.25 PSD of FL HVD013 Durga Vihar phase 2 was taken, supply put off from RMU and loto kit applied on RMU. Team started working on individual pole and they have completed 5 Nos. HVDS poles. At 11:40Hrs LM Mahender Singh by mistake climbed on pole on which supply of HVDS colony Shanti Vihar HVD062 is there(HT AB cable of Durga Vihar phase 2 and OH Deenpur feeder is also there on pole). The pole on which incident occurred is not having any equipment which is charged from supply of Durga Vihar phase 2. When LM Mahender was applying safety rope his left hand touched HT part and due to which he fell down from pole and was supported by ALM Vickey and ALM Naveen due to which LM Mahender did not fell on concrete road. He was immediately admitted to nearby Balaji Hospital and doctors examined him and as per doctors right hand fingers and left hand elbow have current marks. Stitches taken on chin. Further treatment is under progress.						
2	Street in front of Plot No 43/1, Shiv Vihar Block-A, Vikas Nagar, ND Master Raj S/o Sh.Mukesh Age 06 Yrs	20.12.2025 @ 03.20 PM	EHV-TRL West	Non-Fatal Public	On December 20, 2025, at 15:20 hrs, the 66KV feeder from Najafgarh to Bodella 2 ckt 2 was tripped. Then, immediate team was sent for patrolling of feeder. Further on patrolling a information has been received from bystanders and reached at accident site. As per information gathered at site through locals, Master Raj S/o Sh.Mukesh age : Approx 06 years was electrocuted when aluminium foil of condenser, he threw, came into contact with the power line. The victim was taken to Deen Dayal Hospital for primary treatment.						

## Annexure-III

Month : Dec 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.			9597	9597	9553	44	9597	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			6050	6050	6034	16	6050	0
3	Continuous power supply failure requiring replacement of distribution transformer.			2	2	2	0	2	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			5216	5216	5194	22	5216	0
5	Continuous Scheduled Power Outage			2265	2265	2265	0	2265	0
6	Replacement of Burnt Meter or Stolen Meter		5	1641	1646	1615	13	1628	18



## FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Dec-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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	399	684	1,083	703	39	742	341
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	696	3,276	3,972	2,450	870	3,320	652
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	263	1,824	2,087	680	1,146	1,826	261
Complaint lodged for stolen meter		9	33	42	20	12	32	10

## 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: Dec-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	11985	24788	36773	15672	2367	18039	18734
New Connection where RoW or road Cutting permission is required	15 days	2014	2352	4366	2219	0	2219	2147
New Connection where no RoW or road Cutting permission is required	7 days	131	220	351	104	77	181	170
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: Dec-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: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Dec-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
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:** Dec-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
<b>Transfer of Name</b>	Within two billing cycles of acceptance of application or clearing of dues whichever is later	1,101	6,109	7,210	6,965	0	6,965	245
<b>Load Reduction</b>	Within ten days of acceptance of application, shall be effective from next billing cycle	41	362	403	292	111	403	0
<b>Change of Category</b>	As per Regulation 17 (5)	152	395	547	120	166	286	261
<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:** Dec-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
<b>Complaints on billing</b>	Only one bill in a Financial Year	1,166	233	1,399	80	18	98	1,301
<b>Final bill for vacation of premises /</b>	5 days	28	124	152	131	5	136	16
<b>Non payment of dues by the</b>	15 days	0	31	31	30	0	30	1
<b>Request for reconnection</b>	24hrs	135	1,187	1,322	924	272	1,196	126
<b>Consumer wanting disconnection</b>	5 days	706	5,388	6,094	4,148	1,164	5,312	782

**FORMAT XI: Failure of Distribution Transformer**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Dec'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)%
8760	0	8760	0	0.00
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Note: Only 3 phase transformers considered  $\geq 400$  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:** Dec-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)%
290	2	292	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

## Annexure-XIII

Month : Dec 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.		9597	9553	44	99.54%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		6050	6034	16	99.74%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		2	2	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		5216	5194	22	99.58%
(v)	Continuous scheduled power outages		2265	2265	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1646	1615	13	98.10%
2	Maximum duration in a single stretch		07 HH : 09 MM			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		325	317	8	97.54%
Reliability Indices						Remark
4	SAIFI		0.167			
	SAIDI		0.099			
	CAIDI		0.590			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

**FORMAT XIV: Compensation Details**

Name of Company: **BSES RAJDHANI POWER LIMITED.**  
 Period of Report: Dec-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		#REF!	0	0	0	0
(i)	Electrified Areas	1.5% of the demand charges deposited by consumer for each day of default.	#REF!	0	0	0	0
(ii)	Augmentation	1.5% of the demand charges deposited	#REF!	0	0	0	0
(iii)	Un-electrified	1% of the amount deposited by	#REF!	0	0	0	0
(iv)	Connection denied	1.5% of the demand charges deposited	#REF!	0	0	0	0
(v)	Connection energized	Rs. 500 per kW of sanctioned/ contract	#REF!	0	0	0	0
2	Transfer of Name	Rs. 100 for each day of default.	#REF!	0	0	0	0
3	Load Reduction	Rs. 100 for each day of default	#REF!	0	0	0	0
4	Notice for downward	Rs. 500 for each case	#REF!	0	0	0	0
5	Change of category	Rs. 100 for each day of default	#REF!	0	0	0	0
6	Complaints in billing	10% of excess amount billed	#REF!	0	0	0	0
7	Replacement of	Rs.50 for each day of default	#REF!	0	0	0	0
8	Fault in street	Rs. 75 for each day of default	#REF!	0	0	0	0
9	Voltage fluctuations		#REF!	0	0	0	0
10	Power Supply Failure		#REF!	0	0	0	0
11	Total		#REF!	0	0	0	0

**FORMAT XV: Unauthorized Use of Electricity**

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

**Period of Report:** Dec-25

**Year:** 2025

<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>
41	56	0	0	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity**

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

**Period of Report:** Dec-25

**Year:** 2025

<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>
2291	155	15	10	5
0	0	0	0	0