

Fatal and non-fatal accident report

| | |
|-------------------|--------|
| Name of Company: | BRPL |
| Period of Report: | Jul-24 |
| Year: | 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 | 2 | 1 | 1 | 1 | 0 | 4 | 6 | 2 | 4 |

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: | Jul-24 |
| Year: | 2024 |

| 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 | Report submitted by |
|---------|---|--------------------------|------------------|---|-------------------------|---|--|--|-----------------------------|---------------------|
| 1 | H. No. B-55 Madanpur Khadar Extension Gali No 1 Div Sarita Vihar,-Ms. Kareena, Ms. Devika | 06.07.2024 @ 2.30 PM | Non-Fatal | Two female children, aged 14 and 7 years, received electric shocks. The older child sustained burns amounting to 20-30%, while the younger child was less severely injured. The incident occurred due to the children's actions, which led to the electric shock. | | | | | | |
| 2 | Pole located at the corner of Plot No-36 and 37, S block, Mohan Garden- Mr. Ram Nawal | 13.07.2024 @ 09:39 Hours | Non-Fatal | 09:15 AM, Ms. Uravshi Mathur, a resident of S-54, Second Floor, Front Right-Hand Side, Flat No-01, Block-S, Mohan Garden, Uttam Nagar, filed a no-current complaint at the Vipin Garden complaint center.Mr. Bijender, the telephone operator, assigned the complaint to Mr. Ram Nawal, Lineman of the Vipin Garden Sub-Division. Mr. Ram Nawal, accompanied by Mr. Giriraj Meena, Assistant Lineman, arrived at the site around 09:20 AM. During their patrol of the nearby HVDS network, Mr. Ram Nawal discovered a blown fuse on the HVDS transformer located at the corner of Plot No-36 and 37, S Block, Mohan Garden. This transformer was being charged by the 11kV Tiranga Chowk Feeder from the associated substation 1S-DL-RP-WTC-DMGN-2703-HVD051, known as Bharat Ghar HVDS S-Block. Another supply from the 11kV Tiranga Chowk Feeder from substation 1S-DL-RP-WTC-DMGN-2703-HVD032, known as S-Block HVDS near Gandhi Chowk, was also present on the pole for back-feeding purposes.Supply was then disconnected from the 11kV Tiranga Chowk Feeder at the Bharat Ghar HVDS S-Block substation only, and Mr. Giriraj Meena was requested to monitor the substation.According to bystanders, around 09:35 AM, Mr. Ram Nawal climbed the pole to reconnect the fuse. While working, he lost his balance and is suspected to have come into contact with a live supply, resulting in electrocution. He immediately fell from the pole, sustaining major injuries to his head and hands. It was later discovered that Mr. Ram Nawal had not disconnected the 11kV Tiranga Chowk Feeder at the S-Block HVDS substation near Gandhi Chowk, which was also present on the pole for back-feeding purposes, and this appears to be the cause of the incident. Additionally, it was observed that he neglected safety protocols, such as wearing a PPE kit and utilizing other safety equipment.Mr. Giriraj Meena, present at substation 1S-DL-RP-WTC-DMGN-2703-HVD051, rushed to the pole and found Mr. Ram Nawal unconscious on the road. With the help of nearby residents, Mr. Giriraj Meena transported Mr. Ram Nawal to Tarak Hospital in Dwarka Mor for initial first aid. Subsequently, Mr. Ram Nawal was admitted to ESI Hospital Basaidharapur around 10:30 AM. By 02:00 PM, he was referred to a multi-specialty hospital and taken to Ayushman Hospital around 03:30 PM. Unfortunately, Mr. Ram Nawal was declared dead at Ayushman Hospital at approximately 05:40 PM. | | | | | | |
| 3 | PLOT NO-52A,KH NO-4/18 GALI NO-4,A-BLOCK, PREM VIHAR, GHASI PURA NAJAFGARH NEW DELHI 110043- Sh. Hemant | 13.07.2024 @ 10:40 hours | Fatal | A non-fatal accident occurred on the 66KV Najafgarh to Nangloi circuit in the Prem Vihar area, at a house between towers 11 and 12, on 13.07.2024 at 10:40 hrs. A Delhi Police officer came into close proximity with the conductor and was electrocuted. He has now been shifted to Safdarjung Hospital. According to the public, the Delhi Police officer was investigating a theft case and during the investigation, came into contact with the 66 KV conductor. As gathered by our EHV team from the concerned Police IO, the officer sustained approximately 60% burns and has been shifted to the AIIMS Trauma Center. | | | | | | |
| 4 | Mr Devinder singh- K-1st 18, Sangam Vihar | 24.07.2024 @ 03:48 PM | Non-Fatal | A complaint of no current was received from the CM house at Address K-1/18/820 at 03:18 PM. The T.O. on duty allocated the complaint to the area lineman, Mr. Devinder Singh, who visited the site and found a burnt socket on the 3-phase line on the HVDS pole. In the meantime, he climbed the HVDS pole and tied himself to the pole with a rope. While discharging the line, he was flashed. Currently, no external injuries are observed on his body, but he became unconscious on the pole, untied himself from the rope, and fell down from the pole. His helper, upon learning about the incident, called the TO and SDO, and Mr. Singh was taken to BATRA HOSPITAL for further necessary treatment. | | | | | | |
| 5 | Near Honey Money Top and s/stn Pilanji Tamoor Nagar, Kalindi colony complaint center, Div. NFC. | 28.07.2024 @10.45 PM | Fatal | This accident occurred due to leakage of current from U/G LT cable. In this accident, 2 cow and 1 Bull have death on the spot. This LT feeder coming from Pilanji s/stn and going to the pole in front of Honey Money Top. On this LT pole , Cable Earthing not found. | | | | | | |

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

Month : July 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. | | | 40786 | 40786 | 38680 | 2106 | 40786 | 0 |
| 2 | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | | 15888 | 15888 | 15033 | 855 | 15888 | 0 |
| 3 | Continuous power supply failure requiring replacement of distribution transformer. | | | 7 | 7 | 7 | 0 | 7 | 0 |
| 4 | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) | | | 22370 | 22370 | 20581 | 1789 | 22370 | 0 |
| 5 | Continuous Scheduled Power Outage | | | 5 | 5 | 5 | 0 | 5 | 0 |
| 6 | Replacement of Burnt Meter or Stolen Meter | | 431 | 3927 | 4358 | 4025 | 112 | 4137 | 221 |

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jul-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 |
|---|----------|---|-------------------------------------|-----------------|--------------------------------------|-----------------------|-------|----------------------------------|
| | | | | | 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 | 2417 | 2417 | 2417 | 0 | 2417 | 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: BSES RAJDHANI POWER LIMITED.
 Period of Report: Jul-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 | 3304 | 409 | 3713 | 178 | 6 | 184 | 3529 |
| 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 | 830 | 213 | 1043 | 98 | 94 | 192 | 851 |
| Complaint lodged for burnt meter | Restoration of supply with 3hrs and meter | 1144 | 185 | 1329 | 109 | 121 | 230 | 1099 |
| Complaint lodged for stolen meter | | 8 | 1 | 9 | 2 | 1 | 3 | 6 |

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: Jul-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 | 1339 | 20139 | 21478 | 19432 | 148 | 19580 | 1898 |
| New Connection where RoW or road Cutting permission is required | 15 days | 45 | 198 | 243 | 208 | 0 | 208 | 35 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 49 | 393 | 442 | 390 | 14 | 404 | 38 |
| 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: Jul-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: Jul-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: Jul-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 |
| Transfer of Name | Within two billing cycles of acceptance of application or clearing of dues whichever is later | 0 | 5,103 | 5,103 | 5,103 | 0 | 5,103 | 0 |
| Load Reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 0 | 551 | 551 | 551 | 0 | 551 | 0 |
| Change of Category | As per Regulation 17 (5) | 43 | 473 | 516 | 467 | 10 | 477 | 39 |
| 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:** Jul-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 |
| Complaints on billing | Only one bill in a Financial Year | 539 | 27 | 566 | 27 | 0 | 27 | 539 |
| Final bill for vacation of premises / | 5 days | 102 | 24 | 126 | 24 | 0 | 24 | 102 |
| Non payment of dues by the | 15 days | 4 | 0 | 4 | 0 | 0 | 0 | 4 |
| Request for reconnection | 24hrs | 140 | 27 | 167 | 36 | 34 | 70 | 97 |
| Consumer wanting disconnection | 5 days | 843 | 226 | 1,069 | 166 | 98 | 264 | 805 |

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-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)% |
| 8464 | 20 | 8484 | 22 | 0.26 |
| 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: Jul-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)% |
| 273 | 3 | 276 | 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 : July 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 | 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. | | 40786 | 38680 | 2106 | 94.84% |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 15888 | 15033 | 855 | 94.62% |
| (iii) | Continuous power supply failure requiring replacement of distribution transformer. | | 7 | 7 | 0 | 100.00% |
| (iv) | Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above | | 22370 | 20581 | 1789 | 92.00% |
| (v) | Continuous scheduled power outages | | 5 | 5 | 0 | 100.00% |
| (vi) | Replacement of burnt meter or stolen meter | | 4358 | 4025 | 112 | 97.32% |
| Period of scheduled outage | | | | | | |
| 2 | Maximum duration in a single stretch | | 05H:15M | | | |
| | Restoration of supply by 6:00 PM | | ALL | ALL | NIL | 100.00% |
| 3 | Faults in street light maintained by the Licensee | | 7070 | 7056 | 14 | 99.80% |
| Reliability Indices | | | | | | Remark |
| 4 | SAIFI | | 0.307 | | | |
| | SAIDI | | 0.201 | | | |
| | CAIDI | | 0.656 | | | |
| 5 | Frequency variation | | | | | |
| 6 | Voltage imbalance | | | | | |
| 7 | Percentage billing mistakes | | | | | |

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

Period of Report: Jul-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: Jul-24
Year: 2024

| 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 |
|---------------------|---|--|---|---|
| 170 | 151 | 4 | 4 | 3 |
| 0 | 0 | 0 | 0 | 0 |

FORMAT XVI: Theft of Electricity

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

| 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 |
|---------------------|--|---|---|---|
| 2185 | 292 | 5 | 0 | 5 |
| 0 | 0 | 0 | 0 | 0 |