

FORMAT: I - Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Jul-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	1	1	0	12	0	4

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:		Jul-25									
Year:		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	B-369, Ambedkar Basti, Sector-1, R.K.Puram, New Delhi Ms.Aroyhi (Age 06 Yrs) D/o Sh.Anil	04.07.2025 @ 03.10 PM	O&M-RKP	Fatal - Public	The child lost her life due to electrocution, the source of electric current was a wall of shop operating under the name "Raman Dairy". During rainfall, electric current leakage from an internal faulty wiring of the shop caused the incident.				This accident happened @ faulty wiring at premises		
2	H-16/1796, Dhawan Farm, D-Block, Sangam Vihar, New Delhi Mr.Gauri Shankar Thakur S/o Sh.Sonu Lal Thakur (40 Yrs)	16.07.2025 @ 15.50 Hrs	O&M-KHP	Fatal - Public	Construction worker engaged by the owner of the property got electrocuted during rainfall when he tried to cover the HVDS DT with a plastic sheet. In the process the plastic sheet got fire and the worker might have accidentally came into contact with BRPL HVDS DT.						
3	S/Stn Sewage pumping station Sarai Kale Khan(SKK) sub division Kilokri Div NZD Mr Shubham Singh Jointer and Mr Ashok Mukhiya ALM deputed by M/S Reychem	19.07.2025	O&M-NZD	Non-Fatal	An HT cable from Sewage Pumping Station SKK to Maruti training centre SKK got faulty a day before yesterday. After its FLC was done faulty portion was found near the said s/stn. So to make joint two person Mr Shubham Singh Jointer and Mr Ashok Mukhiya ALM were deputed by M/S Reychem (jointing company). They cut the faulty portion of the cable and were waiting for the O&M staff to isolate the cable. For this LM Mr Ramanand Gupta and ALM Mr Devkaran Gurjar came from sub division office. However LM Mr Ramanand wrongly operated RMU and instead of earthing RMU, he switched it ON, due to which a flash occurred in the cable as damaged portion has already been cut, both Mr Shubham and Mr Ashok got flash on their face and hands as they both were standing near this cable. They were immediately taken to Janaki healthcare hospital where they were given first aid and it has been confirmed by SDO Mr Shadab Waseem that both were discharged from the hospital in the evening	AMC Vendor is responsible					
4	C4H-170B, Janakpuri, New Delhi-110058 Shri Arun Jha, AMC vendor Lineman of M/s.Sandha & Co.	20.07.2025 @ 10.30 PM	O&M-JKP	Fatal - AMC Vendor employee	A no-current complaint was received at the BRPL Complaint Center (C-3, Janakpuri) on 20.07.2025 at 10:20 PM from Mr. Rajesh Rai, resident of C4H-170B, Janakpuri, New Delhi-110058. The telephone operator on duty, Mr. Naveen, immediately assigned the complaint to Lineman Mr. Arun Jha at around 10:20 PM. As per the protocol, Mr. Arun Jha, accompanied by ALM Mr. Bachpan Jha, equipped with all necessary tools and safety gear, promptly reached the site to attend to the complaint. Upon inspection, the team observed a few burnt outgoing wires in the consumer's portion of the electrical network, located near the electricity meters under the staircase of the building. While attempting to repair the damaged outgoing wires, Mr. Arun Jha accidentally came in contact with the live bus-bar and suffered an electric shock. He was immediately rushed by nearby residents and BRPL staff to Deen Dayal Upadhyay	AMC Vendor is responsible					
5	Plot No.A8/D, Gali No.11, A-Block, Vikas Vihar, ND Boy named Samrat (Age 12 Yrs)	29.07.2025 @ 18.38 Hrs	O&M-VKP	Non-Fatal Public	A telephonic complaint of sparking on pole near H.No.8/D A-Block Vikas Vihar was received on 29.07.2025 at 06.38 PM. Immediately Lineman Sh.Dhyan Singh was deputed to attend the complaint. He reached the site and upon inspection, it was observed HVDS DT fuse was found cut and a kite was entangled on the HT AB cable. Lineman promptly isolated the HT circuit, safely removed the kite from the cable, reinstalled the fuse and restored the power supply. Subsequently it was brought to notice by local residents that a boy residing near the HVDS pole had attempted to retrieve the kite using an iron rod. Unfortunately, he sustained an electric shock and was immediately taken to hospital for medical treatment.	AMC Vendor is responsible					
6	House No.25, Village Ranhola, New Delhi Mr.Kuldeep (30 Yrs)	22.6.2024 @ 02.26 PM	O&M-NGL	Fatal Public	On 22.06.2022, at approximately 02.26 PM, an emergency complaint was received at the BRPL Complaint Centre, recorded as Complaint No. 25062202252. In response, a team comprising of Mr. Balram, Lineman, ALM Sombeer, and Supervisor- Dal Singh, were immediately deputed to attend to the site. The team was informed by the bystanders that the individual, Mr. Kuldeep (30 years old), had attempted to commit suicide following a fight within the family with his father and wife. It was reported that the victim was on the First Floor balcony of the subject premises and jumped in an attempt to catch hold of the 11kV overhead conductor, thereby coming into close proximity with it, which allegedly resulted in fatal electrocution.						

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.			20497	20497	20160	337	20497	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			15129	15129	14899	230	15129	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)			13178	13178	12859	319	13178	0
5	Continuous Schduled Power Outage			25	25	25	0	25	0
6	Replacement of Burnt Meter or Stolen Meter		16	3020	3036	2931	30	2961	96.5

FORMAT IV: Quality of Power Supply

Name of Company:
BSES RAJDHANI POWER LIMITED.

Period of Report:
Jul-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	1679	1679	1679	0	1679	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.
Jul-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	764	1,926	2,690	1,500	56	1,556	1,134
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	674	4,301	4,975	2,596	1,133	3,729	1,246
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	491	3,462	3,953	1,181	2,353	3,534	419
Complaint lodged for stolen meter		10	51	61	33	19	52	9

FORMAT VI: New Connections / Additional Load, where power supply can be provided from existing network

Name of Company:
Period of Report:
Year:

BSES RAJDHANI POWER LIMITED.
Jul-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
New Connection where no RoW or road Cutting permission is required	7 days	6395	17574	23969	10613	0	10613	13356
New Connection where RoW or road Cutting permission is required	15 days	3433	6938	10371	4562	0	4562	5809
New Connection where no RoW or road Cutting permission is required	7 days	139	311	450	144	109	253	197
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-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 distribtion 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-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: Jul-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	1,322	7,140	8,462	7,965	2	7,967	495
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	40	418	458	452	4	456	2
Change of Category	As per Regulation 17 (5)	132	368	500	169	116	285	215
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-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	828	545	1,373	194	8	202	1,171
Final bill for vacation of premises /	5 days	43	354	397	332	5	337	60
Non payment of dues by the	15 days	1	22	23	23	0	23	0
Request for reconnection	24hrs	142	787	929	579	214	793	136
Consumer wanting disconnection	5 days	1,021	5,854	6,875	4,025	2,040	6,065	810

FORMAT XI: Failure of Distribution Transformer

Name of Company:

BSES RAJDHANI POWER LIMITED.

Period of Report:

Jul-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)%
8729	0	8729	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:

Jul-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 : JUL 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.		20497	20160	337	98.36%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		15129	14899	230	98.48%
(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		13178	12859	319	97.58%
(v)	Continuous scheduled power outages		25	25	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		3036	2931	30	96.50%
Period of scheduled outage						
2	Maximum duration in a single stretch		06H : 56M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		5092	5014	78	98.46%
Reliability Indices						Remark
4	SAIFI		0.188			
	SAIDI		0.129			
	CAIDI		0.683			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-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: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-25
Year: 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
70	93	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-25
Year: 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
2058	645	5	4	1
0	0	0	0	0