

Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Jun-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
0	0	4	0	2	0	0	10	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: Jun-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	Village Kharkhari Rondh, Jafarpur Kalan, P.O. Ujjwa, Delhi Master Rudra (Age 12 Yrs)	10.06.2025 @ 18.30 Hrs.	O&M-JFR	Fatal - Public	It has been found that an extension of Output LT supply without essential protection was illegally and intentionally connected to the electric fencing by the owner of the agriculture land itself. A boy aged around 12 Years named Rudra was electrocuted by electric fencing wire which was found charged through LT supply extension . Here it is also important to mention that this illegal fencing had no Sign of Warning (As has also been alleged in FIR) as well was illegally charged with AC (Without any converter) instead of DC (as per safe practices & related IEC/ BIS)						
2	RZ-25-A, Laxmi Park, Nangloi, New Delhi Ritik S/o Sh.Manoj, age 10 years and Suryansh S/o Sh.Pradeep, age 8 years	11.06.2025 @ 18.35 Hrs	EHV-TRL West	Fatal - Public	In this case as per latest information it was gathered that two children named Ritik S/o Sh.Manoj, age 10 years and Suryansh S/o Sh.Pradeep, age 8 years were playing at the rooftop and they tied a metal piece on to the one corner of a bedsheet available at rooftop and threw it towards EHV line unintentionally. However, this caused the incident and due to metal wire the circuit was grounded through his body resulting this incident. The other child present at the same location also had flash on his body. It was also gathered on 12.06.25 at approximately 11.30 AM that one of the children has succumbed to his injuries and the condition of other boy is stable.						
3	H.No.15-16, Gali No.8, Deep Enclave Part-2, Vikash Nagar, Uttam Nagar, ND Rohit (Age 18-20 Yrs) S/o Phool Singh	12.06.2025 @ 17.52 Hrs	EHV-TRL West	Non-Fatal Public	Rohit, a labour who was working in the terrace, got electrocuted. He had been referred to Safdarjung Hospital for treatment. His condition is stable. Accident occurred on 66KV feeder from Najafgarh to Bodella 2 Ckt. 1 between Tower 17 & 18.						
4	Khokha No. 11758, Sector-1, R.K. Puram, New Delhi – 110022 Ravinder (Age 25 Yrs) and Bharat (Age 24 Yrs)	15.06.2025 at 04:46 AM	O&M-R.K.Puram	Fatal - Public	On the morning of 15.06.2025, at approximately 04:46 AM, BRPL's Complaint Centre received a PCR Complaint made using Mobile No. 9650339104, recorded as Complaint No. 25061508326 reporting a broken wire on Vivekanand Marg, Sector-1, R.K. Puram near West Block. Upon receipt of the complaint, BRPL promptly deputed its lineman to attend the site. Upon reaching the location, it was observed that a black-colored, two-core service cable (approximately 25 meters in length), installed at Khokha (Shop) No. 11758, operating under the name "Sunil Dhaba", had snapped as a result of tree branches falling onto the service cable due to a severe thunderstorm and high-velocity winds, a clear consequence of a natural calamity.						
5	Plot No.A-55, Kh.No.28/16 & 17, Laxmi Park Kunwar singh Nagar, Nangloi, New Delhi Mr.Yogesh s/o Mr. Sushil (Age 15 Yrs)	20.6.2024 @ 15.46 hrs	EHV-TRL West	Non-Fatal Public	On June 20, 2025, at approximately 15:46 Hrs, BRPL's system operations recorded a tripping event on the 66kV feeder emanating between Najafgarh and Nangloi. In response, a field team was immediately deputed to attend to the fault and carry out patrolling of the affected feeder section. During patrolling, the team identified unusual activity and a gathering of people near towers No. 38 and 39 of the 66kV line. Upon inquiry, it was reported by bystanders that an individual had climbed onto a temporary shed constructed within a private plot of land to retrieve a ball. Unfortunately, the victim came into accidental proximity with the live 66kV overhead conductor, which passes over the said plot, resulting into a non-fatal electrocution.						
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.						

	Annexure-III Month : JUN 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.			45340	45340	40315	5025	45340	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			27598	27598	24377	3221	27598	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)			25628	25628	20989	4639	25628	0
5	Continuous Schduled Power Outage			11	11	11	0	11	0
6	Replacement of Burnt Meter or Stolen Meter		6	3003	3009	2978	10	2988	16

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jun-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	1311	1311	1311	0	1311	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: Jun-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	657	1,328	1,985	1,057	57	1,114	871
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	896	3,055	3,951	2,328	946	3,274	677
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	444	3,602	4,046	1,299	2,259	3,558	488
Complaint lodged for stolen meter		8	43	51	30	11	41	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: Jun-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	6511	14692	21203	15659	0	15659	5544
New Connection where RoW or road Cutting permission is required	15 days	4096	6855	10951	7958	104	8062	2889
New Connection where no RoW or road Cutting permission is required	7 days	144	380	524	128	183	311	213
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: Jun-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	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	15 days	0	0	0	0	0	0	0
5. Electrified Areas (where existing	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: Jun-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: Jun-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	1,442	6,556	7,998	7,892	0	7,892	106
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	75	518	593	587	4	591	2
Change of Category	As per Regulation 17 (5)	156	282	438	127	174	301	137
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:** Jun-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	682	346	1,028	106	21	127	901
Final bill for vacation of premises /	5 days	36	224	260	215	2	217	43
Non payment of dues by the	15 days	0	27	27	26	0	26	1
Request for reconnection	24hrs	75	830	905	631	132	763	142
Consumer wanting disconnection	5 days	1,076	6,308	7,384	4,480	1,883	6,363	1,021

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jun'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)%
8689	40	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:** Jun-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)%
286	1	287	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII				Month : JUN 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.		45340	40315	5025	88.92%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		27598	24377	3221	88.33%
(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		25628	20989	4639	81.90%
(v)	Continuous scheduled power outages		11	11	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		3009	2978	10	99.00%
Period of scheduled outage						
2	Maximum duration in a single stretch		04H : 40M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		4510	4405	65	98.56%
Reliability Indices						Remark
4	SAIFI		0.361			
	SAIDI		0.238			
	CAIDI		0.659			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Jun-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: Jun-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
71	70	1	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jun-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
1939	598	8	5	3
0	0	0	0	0