

FORMAT I: Fatal and non-fatal accident report

Name of Company: BRPL
Period of Report: Jun-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	0	1	0	0	2	5	1	3

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

Period of Report: Jun-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	B Block Durga Vihar Khanpur Divn. N.D. 80	03.06.2024 @ 10.18 AM	Non-Fatal	A Non fatal accident was occurred at, B block Durga Vihar, Khanpur Div.. New Delhi-110080 on dated 03/06/2024, at 10.18Am. A Line Man (Mr.Vinod Gujar, aged-40) got electrocute and fell down while attending complaint attending at HVDS DP. He was working without Ladder, safety Helmet, Safety rope, Safety gloves & Discharge rod. After that ALM (Mr. Harischand) called a foreman and informed the case, suddenly SDE, foreman & Supervisor immediately reached at site and taken in to Batra Hospital. and after getting first aid and transferred to Safdarjung Hospital for more medical treatment. Due to flash victim 20% burned.						
2	Pole opp. Plot No.58, Gali No.19, Bhagwati Garden Extn., Uttam Nagar, Tony Prop. New Delhi-59.	21.06.2024 @ 7.31 Hrs.	Non-Fatal	Telephone Operator on duty Mr. Vikram assinged the complaint to Mr. Tushar LM. Mr. Tushar put off LT switch of said HVDS DT for replacement of burnt LT socket. Afterwards he climbed on pole and while trying to tie the safety rope on pole his hand touched live part of HVDS DT and fell down from the pole.						

FORMAT III: Action taken report for safety measures complied for the accidents occurred
Month : June 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.		0	82562	82562	73785	8777	82562	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		0	20780	20780	18517	2263	20780	0
3	Continuous power supply failure requiring replacement of distribution transformer.		0	8	8	8	0	8	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)		0	19098	19098	17558	1540	19098	0
5	Continuous Scheduled Power Outage		0	1	1	1	0	1	0
6	Replacement of Burnt Meter or Stolen Meter		476	4427	4903	4401	71	4472	431

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jun-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	2256	2256	2256	0	2256	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-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	894	127	1021	21	0	21	1000
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	615	4	619	0	2	2	617
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	883	254	1137	0	1	1	1136
Complaint lodged for stolen meter		6	0	6	0	0	0	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: Jun-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	833	28,567	29,400	27,478	583	28,061	1,339
New Connection where RoW or road Cutting permission is required	15 days	13	210	223	178	0	178	45
New Connection where no RoW or road Cutting permission is required	7 days	50	511	561	484	28	512	49
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-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: Jun-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: Jun-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	4,640	4,640	4,640	0	4,640	0
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	0	579	579	579	0	579	0
Change of Category	As per Regulation 17 (5)	49	487	536	476	17	493	43
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-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	385	5	390	2	0	2	388
Final bill for vacation of premises /	5 days	49	37	86	5	0	5	81
Non payment of dues by the	15 days	4	0	4	0	0	0	4
Request for reconnection	24hrs	95	1	96	13	4	17	79
Consumer wanting disconnection	5 days	727	72	799	0	0	0	799

FORMAT XI: Failure of Distribution Transformer

Name of Company:
Period of Report:
Year:

BSES RAJDHANI POWER LIMITED.
Jun-24
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	-22	8442	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 XII: Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jun-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 : June 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.		82562	73785	8777	89.37%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		20780	18517	2263	89.11%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		8	8	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		19098	17558	1540	91.94%
(v)	Continuous scheduled power outages		1	1	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		4903	4401	71	98.41%
Period of scheduled outage						
2	Maximum duration in a single stretch		03H:22M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		4650	4649	1	99.98%
Reliability Indices						Remark
4	SAIFI	0.679				
	SAIDI	0.494				
	CAIDI	0.727				
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-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: Jun-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
221	182	1	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jun-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
708	206	2	0	2
0	0	0	0	0