

### Format I : Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Mar-25
Year:	2025

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	1	0	0	2	4	9	2	7

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**

<b>Name of Company:</b>		BRPL									
<b>Period of Report:</b>		Mar-25									
<b>Year:</b>		2025									
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	Deenpur Extn. S/Divn Shyam Vihar, Divn Chhawla	7.03.2025 @ 14.18 Hrs	O&M Division Chhawla	Non Fatal - Vendor Emp	As stated by SDO Sh. Gaurav Srivastava, a complaint was received regarding no light in E blk Shyam vihar at about 13:46 hrs. Complaint was forwarded to Sh.Niranjan LM by To and Deepak Supervisor. Team checked and found G blk feeder trip from FSS and fault in Deenpur Ext as 2 Fuse found blown, after patrolling fault identified by team. It was found that two Fuse were Blown off and one Fuse was in circuit on DP of the HT Double Pole and Breaker for outgoing Deenpur Ext. HVDS area was not cutoff/putoff and lineman Sh Niranjan Kumar climbed on the Pole No. HNGC658 for replacing the burnt Fuse. He did not discharge this pole which is alive from DP whose one fuse was already alive. During fixing fuse at this pole he got burnt and fell down from the pole. He was admitted to the hospital by Sh. Deepak supervisor.						
2	C-88/10, Madanpur Khadar Extn, New Delhi	30.03.25 @ 17.15 Hrs	O&M Division Sarita Vihar	Fatal - Public	On 30 Mar 25, at approx 5:15 PM, 11 kV Feeder Madanpur Khadar Transit Camp No 1 got tripped from FSS RMU, Lineman Gajraj went to check the area and found that RMU installed at C Block MPK EXTN is also tripped. While checking the area he found that fuse of one of the pole is blown. While reapplying the fuse, residents informed him that an electrical non fatal human site incident happended at C-88/10 premise - a 25 year old construction labour - while working at second floor of an under construction premise - threw 1-2 iron bars (chhad) which may have accidentally come in contact with HVDS fuse wire - due to which he is reported to be hospitalised & reported out of danger and stable. The construction labourer of the owner where construction was going on and who took him to AIIMS after incident has informed that the labourer has scumbled to injuries on 31.3.25 .						

## Annexure-III

Month : MARCH 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.			10251	10251	10148	103	10251	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			9493	9493	9446	47	9493	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)			7478	7478	7403	75	7478	0
5	Continuous Scheduled Power Outage			1748	1748	1748	0	1748	0
6	Replacement of Burnt Meter or Stolen Meter		43	1382	1425	1353	3	1356	69

## FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Mar-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	1003	1003	1003	0	1003	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: Mar-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	2,057	794	2,851	1,183	209	1,392	1,459
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	681	3,136	3,817	2,169	938	3,107	710
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	267	1,398	1,665	867	497	1,364	301
Complaint lodged for stolen meter		2	42	44	19	16	35	9

**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: Mar-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	4603	12511	17114	8625	5	8630	8484
New Connection where RoW or road Cutting permission is required	15 days	3792	7282	11074	5486	0	5486	5588
New Connection where no RoW or road Cutting permission is required	7 days	81	229	310	76	38	114	196
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: Mar-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: Mar-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:** Mar-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	724	4,925	5,649	4,779	0	4,779	870
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	40	492	532	471	0	471	61
Change of Category	As per Regulation 17 (5)	81	309	390	156	56	212	178
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:** Mar-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	685	157	842	65	11	76	766
Final bill for vacation of premises /	5 days	12	155	167	134	0	134	33
Non payment of dues by the	15 days	1	12	13	12	0	12	1
Request for reconnection	24hrs	303	2,044	2,347	1,760	406	2,166	181
Consumer wanting disconnection	5 days	999	5,370	6,369	3,209	2,112	5,321	1,048

**FORMAT XI: Failure of Distribution Transformer****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Mar-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)%
8599	5	8604	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:** Mar-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)%
278	3	281	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII				Month : MARCH 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.		10251	10148	103	99.00%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		9493	9446	47	99.50%
(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		7478	7403	75	99.00%
(v)	Continuous scheduled power outages		1748	1748	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1425	1353	3	99.70%
Period of scheduled outage						
2	Maximum duration in a single stretch		06H : 53M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		3555	3541	14	99.61%
Reliability Indices						Remark
4	SAIFI		0.208			
	SAIDI		0.142			
	CAIDI		0.680			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

**FORMAT XIV: Compensation Details**

Name of Company: **BSES RAJDHANI POWER LIMITED.**  
Period of Report: Mar-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: Mar-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
10	20	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.  
Period of Report: Mar-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
28	3	3	0	3
0	0	0	0	0