

Format I: Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	May-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	0	0	0	4	0	0

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: May-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	X-35, Green Park Main, New Delhi Sh.Ankit Kumar (Age 35 Yrs approx.)	02.05.2025 at 06.30 AM	O&M-Hauz Khas	Fatal - Public	On 02.05.2025 at about 06.30 AM, a no-current complaint was received at Green Park Complaint Centre from War Room and immediately Lineman Sh.Ramesh Sharma and ALM Sh.Sone Lal were deputed, who reached to the site and found that one labourer at X-35, Green Park Main was lying unconscious near the gate and some people were also standing there. The LT switch of the area was found tripped which indicated the Lineman that something wrong has happened over here. At the same time they also observed that street light conductor had broken at mid span point. Meanwhile Delhi Police team also reached to the site and took the labourer named Ankit to the hospital.						
2	Lodhi Road Flyover (Unknown)	21.05.2025 @ 08.20 PM	O&M-NZD / Street Light (South)	Fatal - Public	Due to heavy thunderstorm, a PWD High Mast pole located at Lodhi Road flyover had fallen on a handicapped richshaw. The injured person was taken in a CATS ambulance to AIIMS Trauma Centre for treatment where he was declared brought dead.						
3	DDA park at L-Block, Kalkaji, New Delhi Mst.Aryaman (Age 09 Yrs)	24.05.2025 at 9.00PM	O&M-Alaknanda	Fatal - Public	At about 9:40 PM, BRPL received a complaint regarding an electrocution incident in the L-Block DDA Park, Kalkaji. b. Upon receiving the complaint, the Sub-Divisional Officer (SDO) immediately directed the Lineman Mr.Roop Singh Gujar and Assistant Lineman (ALM) Mr.Sunil Kumar Yadav to proceed to the site. c. The BRPL team reached the location at around 9:55 PM. d. Upon arrival, the team was informed by local bystanders that a child had been electrocuted after coming into contact with a metallic pole situated inside the MCD-maintained park. e. The pole was identified as a galvanized steel streetlight pole, which is both owned and maintained by the Municipal Corporation of Delhi (MCD). The BRPL team conducted a voltage test and confirmed that the identified pole was electrically charged.						
4	DDA Road 224, Sector-9, Dwarka Amit Sharma, DDA vendor employee	25.05.2025 @ 11.30PM	Street Light West I / O&M-Palam	Fatal - Public	On receipt of a PCR complaint at 11.30 PM on 25.05.2025 recorded at BRPL complaint centre, a team from BRPL, Palam Division comprising Lineman, ALM, SDO and Street Light Incharge was immediately dispatched and reached the site by 12.05AM on 26.05.2025. The team found that the DDA street light central verge outer PVC cover of the LT cable had been damaged by a vendor of DDA. It is learnt that DDA vendor employee received an electric shock through a welding machine which was being used for welding the steel pipes. No prior intimation was conveyed to BRPL for this work and the deceased was working without adherence to any prescribed safety measures or protocols.						

Annexure-III		Month : May 2025							
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.			54833	54833	51405	3428	54833	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			25738	25738	23788	1950	25738	0
3	Continuous power supply failure requiring replacement of distribution transformer.			4	4	4	0	4	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			31334	31334	29096	2238	31334	0
5	Continuous Scheduled Power Outage			72	72	72	0	72	0
6	Replacement of Burnt Meter or Stolen Meter		18	2406	2424	2407	7	2414	99.30%

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: May-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	1621	1621	1621	0	1621	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: May-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	815	801	1,616	637	134	771	845
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	524	2,650	3,174	1,799	476	2,275	899
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	369	2,887	3,256	1,043	1,771	2,814	442
Complaint lodged for stolen meter		6	33	39	24	7	31	8

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: May-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	6366	13944	20310	15981	64	16045	4265
New Connection where RoW or road Cutting permission is required	15 days	4502	7913	12415	9677	0	9677	2738
New Connection where no RoW or road Cutting permission is required	7 days	64	385	449	113	53	166	283
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: May-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: May-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: May-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	362	6,078	6,440	6,323	0	6,323	117
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	85	467	552	541	7	548	4
Change of Category	As per Regulation 17 (5)	73	329	402	134	76	210	192
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:** May-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	595	263	858	85	26	111	747
Final bill for vacation of premises /	5 days	19	188	207	171	0	171	36
Non payment of dues by the	15 days	1	20	21	20	1	21	0
Request for reconnection	24hrs	72	751	823	651	96	747	76
Consumer wanting disconnection	5 days	966	6,507	7,473	4,681	1,716	6,397	1,076

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** May'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:** May-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)%
283	3	286	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII				Month : May 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.		54833	51405	3428	93.75%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		25738	23788	1950	92.42%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4	4	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		31334	29096	2238	92.86%
(v)	Continuous scheduled power outages		72	72	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2424	2407	7	99.30%
Period of scheduled outage						
2	Maximum duration in a single stretch		04H : 00M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		4501	4405	96	97.87%
Reliability Indices						Remark
4	SAIFI		0.430			
	SAIDI		0.280			
	CAIDI		0.670			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

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

Period of Report: May-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: May-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
74	29	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: May-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
2173	453	13	8	5
0	0	0	0	0