

Fatal and non-fatal accident report

| | |
|-------------------|---------|
| Name of Company: | BRPL |
| Period of Report: | Nov-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 | 0 | 0 | 0 | 1 | 0 | 17 | 0 | 13 |

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

[illegible]

FORMAT-III

Month : Nov 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. | | | 7438 | 7438 | 7405 | 33 | 7438 | 0 |
| 2 | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | | 5242 | 5242 | 5226 | 16 | 5242 | 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) | | | 4226 | 4226 | 4199 | 27 | 4226 | 0 |
| 5 | Continuous Scheduled Power Outage | | | 1897 | 1897 | 1897 | 0 | 1897 | 0 |
| 6 | Replacement of Burnt Meter or Stolen Meter | | 11 | 1386 | 1397 | 1386 | 3 | 1389 | 5 |

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Nov-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 | 1188 | 1188 | 1188 | 0 | 1188 | 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: Nov-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 | 636 | 858 | 1,494 | 921 | 156 | 1,077 | 417 |
| 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 | 881 | 3,232 | 4,113 | 2,669 | 743 | 3,412 | 701 |
| Complaint lodged for burnt meter | Restoration of supply with 3hrs and meter | 277 | 1,578 | 1,855 | 625 | 968 | 1,593 | 262 |
| Complaint lodged for stolen meter | | 18 | 48 | 66 | 35 | 22 | 57 | 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: Nov-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 | 4913 | 25160 | 30073 | 18493 | 0 | 18493 | 11580 |
| New Connection where RoW or road Cutting permission is required | 15 days | 2573 | 2916 | 5489 | 5195 | 148 | 5343 | 146 |
| New Connection where no RoW or road Cutting permission is required | 7 days | 61 | 205 | 266 | 85 | 60 | 145 | 121 |
| 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: Nov-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: Nov-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:** Nov-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 | 671 | 4,572 | 5,243 | 4,909 | 0 | 4,909 | 334 |
| Load Reduction | Within ten days of acceptance of application, shall be effective from next billing cycle | 55 | 291 | 346 | 328 | 14 | 342 | 4 |
| Change of Category | As per Regulation 17 (5) | 100 | 229 | 329 | 107 | 81 | 188 | 141 |
| 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:** Nov-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 | 1,229 | 224 | 1,453 | 105 | 76 | 181 | 1,272 |
| Final bill for vacation of premises / | 5 days | 21 | 133 | 154 | 126 | 0 | 126 | 28 |
| Non payment of dues by the | 15 days | 0 | 25 | 25 | 25 | 0 | 25 | 0 |
| Request for reconnection | 24hrs | 234 | 1,122 | 1,356 | 944 | 265 | 1,209 | 147 |
| Consumer wanting disconnection | 5 days | 666 | 4,337 | 5,003 | 3,362 | 935 | 4,297 | 706 |

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Nov'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)% |
| 8760 | 0 | 8760 | 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:** Nov-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)% |
| 289 | 1 | 290 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |

Annexure-XIII

Month : Nov 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. | | 7438 | 7405 | 33 | 99.56% |
| (ii) | Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement. | | 5242 | 5226 | 16 | 99.69% |
| (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 | | 4226 | 4199 | 27 | 99.36% |
| (v) | Continuous scheduled power outages | | 1897 | 1897 | 0 | 100.00% |
| (vi) | Replacement of burnt meter or stolen meter | | 1397 | 1386 | 3 | 99.20% |
| Period of scheduled outage | | | | | | |
| 2 | Maximum duration in a single stretch | | 06 HH : 21 MM | | | |
| | Restoration of supply by 6:00 PM | | ALL | ALL | NIL | 100.00% |
| 3 | Faults in street light maintained by the Licensee | | 207 | 203 | 4 | 98.07% |
| Reliability Indices | | | | | | Remark |
| 4 | SAIFI | | 0.167 | | | |
| | SAIDI | | 0.099 | | | |
| | CAIDI | | 0.590 | | | |
| 5 | Frequency variation | | | | | |
| 6 | Voltage imbalance | | | | | |
| 7 | Percentage billing mistakes | | | | | |

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Nov-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: Nov-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 |
|---------------------|-------------------------------------------------------|----------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------|
| 34 | 50 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 |

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Nov-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 |
|---------------------|--------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|
| 1251 | 150 | 4 | 3 | 1 |
| 0 | 0 | 0 | 0 | 0 |