

FORMAT: I Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Sep-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	3	0	4	1	0	17	0	11

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:		Sep-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	100KVA Sub-station, Jain Mandir, Behloliapur, near Sarai Kale Khan Ravi Kumar S/o Sh.Karam Raj, Age 27 Yrs	02.09.2025 @ 04.00AM	O&M-NZD	Non-Fatal Public	11KV feeder had tripped from Kikori Grid to DIB Sarai Kale Khan via CNG Sub-Station. To attend to this breakdown, the breakdown in charge when reached to the site, he saw that – Sub-station was locked from outside. The fencing of the sub stn was intact, Locked properly with appropriate height but still an unknown person was lying on floor with blood oozing out and crying for help. He immediately called Delhi Police and when DP reached, they opened the sub-station, the victim himself came out and was taken to Trauma Centre by Delhi Police. Two fuses of transformer DP were found blown out which indicates that the unknown person with ulterior motives had climbed the fencing and jumped inside the sub-station with ill intentions. However, he met to						
2	Ram Nagar, New Delhi 110041, 66 kV feeder from Najafgarh to Nangloi between tower No. 42 and 43 Mr. Amit age : Approx 40 years	05.09.2025 @ 09.37 Hrs	EHV-TRL West	Non-Fatal Public	A non-fatal accident occurred on 66 kV feeder from Najafgarh to Nangloi ckt. between Tower No. 42 and 43 on dated 05.09.2025 at 09:37 hrs. On September 5, 2025, at 09:37 hrs, the 66kV feeder from Najafgarh to Nangloi tripped. A patrol was dispatched and discovered an accident near tower no. 43. According to bystanders at the scene, a person, identified as Mr. Amit, was electrocuted when a metallic wire he threw came into contact with the power line. Mr. Amit was taken to Mansa Ram Hospital for first aid and was subsequently released. However, the victim denies his electrocution from the EHV line (Audio Statement) and claims to be electrocuted within his house. Upon a follow-up telephonic conversation, Mr. Amit denied receiving an electric shock from the 66 kV line. Instead, he stated that he had been electrocuted by his home's internal wiring. Notice has already been issued to the site of incident.						
3	Near Hanuman Mandir, Kanwar Singh Nagar, New Delhi 110041, 66 kV feeder from Najafgarh to Nangloi Mr.Shubham, Age 18-years	06.09.2025 at 15:30 hrs	EHV-TRL West	Non-Fatal Public	1) A non-fatal accident occurred on 06.09.2025 at 15:30 hrs on the 66 kV feeder line between Tower No. 39 and Tower No. 40, running from Najafgarh to Nangloi. 2) System Operations reported a tripping incident, following which a breakdown team was dispatched to the site. Upon inspection, it was found that a vehicle had struck the lower conductor between Towers 39 and 40. 3) As per eyewitness accounts, a vehicle bearing registration no. DL11AE9968 was parked directly beneath the high-tension line. The victim, who had accompanied his brother-in-law, the driver of a Tata 407 carrying scrapped plastic to Kunwar Singh Nagar for delivery, climbed onto the garbage loaded in the vehicle to unfasten a rope. While doing so, he came in close proximity to the bottom conductor and sustained an electric shock. 4) The victim was immediately taken to a nearby hospital by his jija, where he is currently admitted in the ICU with 46% burn injuries. The local police were informed by the hospital, and an inquiry is underway.						
4	H.No.29, Tilak Enclave Part-2, Mohan Garden, Uttam Nagar, New Delhi-110059 Master Rohit S/o Sh.Santosh Age 11 Yrs / Mohini Dio Sh.Santosh (Age 5-6 Yrs) and Mrs.Neelam W/o Sh.Santosh Age 31 Yrs	14.09.2025 @ 08.36 Hrs	EHV-TRL West	Fatal Public	On September 14, 2025, at 08:36 hrs, the 66KV feeder from Najafgarh to Bodella 2 ckt 2 tripped. Information of electrocution was received from Division Mohan Garden. Then, immediately team was sent to the accident site. As per information gathered at site through locals, two kids, identified as Master Rohit 5/o Sh. Santosh, Age 11 years and Mohini (Age 5-6 Yrs) were electrocuted when decoration wire (Ladi), he threw came into contact with the power line. Master Rohit was taken to Deen Dayal Hospital for primary treatment. Then, referred to Safdarjung Hospital. Ms.Mohini was discharged from the hospital after first aid and Mrs.Neelam also recovered after treatment.						
5	B-898, Sangam Vihar, Division Khanpur, New Delhi Mr.Tabrez, (a labourer) Age 20 Yrs, S/o Mr.Amjad	17.09.2025 @ 12.30 PM	O&M-KHP	Fatal Public	• Ongoing construction/repair activities were observed at the premises. The building owner had engaged a contractor and laborers for erecting bamboo scaffolding to facilitate plaster work. • The bamboo scaffolding was found in direct physical contact with a High Voltage Distribution System (HVDS) Distribution Transformer (DT) pole installed in the adjoining lane. • As per eyewitness accounts, one of the workers attempted to tie the scaffolding using a wet coconut rope, during which he is suspected to have come into accidental contact with the HVDS DT. This led to an electric shock and subsequent fall from the scaffolding. • The injured worker was immediately rushed to Baitra Hospital, and was later referred to the Safdarjung Trauma Centre for advanced medical treatment. He succumbed to his injuries on 24.09.2025						
6	F-06 A, Near DK Auto in Gali No. 08, Vishwas Park, New Delhi Two unknown workers	22.09.2025 @ 12.15 PM	O&M-DWK	Fatal Public	Encroachment of HVDS pole at an under construction building. Two unknown workers engaged in metal sheet installation fell from shuttering and sustained injuries. As per statement of the premise owner, both injured workers were taken to DOU Hospital. Their condition is reported as stable. FSS of S/stn No. 02 on 11 kV Feeder G&S Rajapuri (from G-5 Matiyala Grid) was found tripped. Single phase 1*95MMSQ HT AB cable was found damaged at the work site. Area normalized after repairing the damaged cable. One of the victims later succumbed to his injuries.						
7	H.NO A-1262 First Floor, JJ Colony Madanpur Khadar Extn Sarita Vihar Delhi-110076 Ms.Tamanna, Age 18 Yrs.	23.09.2025 @ 03.45PM	O&M-SVR	Non-Fatal Public	On 23-Sep-25, An Area Outage Complaint was received on IOMS via Complaint no 25092302526 at 3:45 PM. Complaint was assigned to Lineman Pramod. Upon contacting the complainant, it was informed that a fuse had blown in the nearby pole. Lineman reached the site & found that fuse of Pole No SVRFES9 had blown & Supply is not their in entire circuit, On Inspection, he found that FSS RMU of 11 kV American Express Feeder & RMU at Samosa Chowk had tripped. He reapplied the fuse, switched on the supply and subsequently closed the complaint on DD fuse Blown remarks. Later information was received from nearby public that an electrical incident had occurred on the same pole. Reportedly, an 18 year old girl "Ms. Tamanna" suffered an electrical shock while throwing an iron rod from First floor to Ground floor, it appears that while throwing iron rod it accidentally came into contact with a live part of the HVDS Pole. The Girl was immediately taken to nearby "Re-Live Hospital", where she received treatment for electric shock and was discharged within 2 hrs after proper medical examination. she is now reportedly out of danger.						

Annexure-III

Month : Sep 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.			15224	15224	15114	110	15224	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			12561	12561	12492	69	12561	0
3	Continuous power supply failure requiring replacement of distribution transformer.			0	0	0	0	0	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			10276	10276	10179	97	10276	0
5	Continuous Scheduled Power Outage			1365	1365	1365	0	1365	0
6	Replacement of Burnt Meter or Stolen Meter		57	2235	2292	2216	25	2241	51

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-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	1601	1601	1601	0	1601	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: Sep-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	806	1,665	2,471	1,604	135	1,739	732
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	1,026	3,748	4,774	2,937	1,065	4,002	772
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	433	2,518	2,951	948	1,678	2,626	325
Complaint lodged for stolen meter		11	37	48	24	15	39	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: Sep-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	6570	17062	23632	11606	205	11811	11821
New Connection where RoW or road Cutting permission is required	15 days	2121	5624	7745	3017	0	3017	4728
New Connection where no RoW or road Cutting permission is required	7 days	92	239	331	79	59	138	193
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: Sep-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: Sep-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: Sep-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	1,309	6,344	7,653	6,718	0	6,718	935
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	74	416	490	449	15	464	26
Change of Category	As per Regulation 17 (5)	105	290	395	126	52	178	217
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:** Sep-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	1,140	337	1,477	151	37	188	1,289
Final bill for vacation of premises /	5 days	47	198	245	224	2	226	19
Non payment of dues by the	15 days	0	38	38	38	0	38	0
Request for reconnection	24hrs	170	1,107	1,277	856	131	987	290
Consumer wanting disconnection	5 days	912	4,624	5,536	3,475	1,431	4,906	630

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Sep-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)%
8740	12	8752	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:** Sep-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)%
287	2	289	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII				Month : Sep 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.		15224	15114	110	99.28%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		12561	12492	69	99.45%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		10276	10179	97	99.06%
(v)	Continuous scheduled power outages		1365	1365	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2292	2216	25	95.60%
Period of scheduled outage						
2	Maximum duration in a single stretch		06:43			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		442	437	5	98.87%
Reliability Indices						Remark
4	SAIFI		0.187			
	SAIDI		0.116			
	CAIDI		0.623			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-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: Sep-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
44	51	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-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
1962	449	7	7	0
0	0	0	0	0