

Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Aug-26
Year:	2026-27

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	1	0	2	0	2	5	0	9

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

Name of Company:		BRPL								
Period of Report:		Aug-26								
Year:		2026-27								
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	Amount paid as compensation
1	C-64, Kh.No 63/5, Vandana Vihar, Nangloi, ND Mst. Puneet (Age 12 Yrs) & Mst. Vishanu (Age 15 Yrs)	09.08.2026 @14.47 Hrs	EHV-WEST	Fatal Public	At approximately 14:47 hours, a tripping event was recorded in the BRPL system. Immediately thereafter, the ground patrolling team was deputed to inspect the vicinity of the 66 kV Niloti to Nangloi transmission line. During the course of the patrol, a non-fatal electrical incident was reported between Tower Nos. 49 and 50 at C-64 Kh No 63/5, Vandana Vihar, Nangloi, New Delhi 110041 As per the preliminary information gathered from local residents/bystanders and the initial site inspection, Master Puneet and Master Vishanu (the victims) climbed on to the roof to retrieve the kite/Manja from O/H line and unfortunately electrocuted. It was later reported that Mst.Puneet succumbed to his injuries on 10.08.2026 whereas Mst.Vishanu is still under treatment.					
2	B-49 Gyan mandir Jaitpur Extension Part-1, ND Mst.Aarav	11.08.2026 @ 01.22 PM	O&M-SVR	Non-Fatal Public	As informed by the boy's family, the boy was attempting to retrieve a kite using an iron pipe from the balcony/roof area. During this activity, the pipe came into contact with live fuse wire resulting in an electrical shock/flash. HVDS DT has bird cap. At the time of the incident, the breaker tripped as per details provided by DH. The boy sustained a significant injury to his hand. The boy was admitted to the hospital for treatment. As informed by his family, he is currently stable and recovering, although he has sustained a significant injury to his hand.					
3	Plot No.A 465-B & 466-A, Kh.No.17/5, Tara Nagar, Kakrola, New Delhi Mr.Alam, Age 25 Yrs	19.08.2026 @ 03.22 PM	O&M-DWK	Non-Fatal Public	On dated 19.08.2026, at about 03:22 PM, a complaint regarding no supply in area received in IOMS portal. On duty Telephone Operator Sh. Suresh Yadav forwarded said complaint to Lineman Sh. Krishan. At about 03:28 PM, Lineman Sh. Krishan started the line patrolling work from FSS onward and during the patrolling when he reached at Tara Nagar Kakrola he found tripped off of HT Panel Circuit Breaker of Gali No.12, Tara Nagar and a fuse blown off of 25 kVA HVDS DTR, where local residents informed him that 02 (Two) person were fell down from the padding/ shuttering of newly under construction building, where one person accidentally came in contact with 25 KVA HVDS DTR. The injured persons were immediately shifted to Indra Gandhi Hospital by the nearby local residents. Accordingly Lineman has informed about said incident/accident to on duty TO as well as concerned SDO (Sh. Nikhil Dwivedii), and after proper patrolling of said HVDS DTR/portion of network, the supply of the rest area have restored at 04:02 PM.					
4	Plot at Kh.No.37/9 & 37/12, Village Ranhola, Nangloi, ND Mr.Arun (Age 38 Yrs) S/o Shri Kanaya Lal	27.07.2026 @ 12.22 Hrs	EHV-WEST	Non-Fatal Public	On 27.07.2026 @ 12.22 Hrs there was a tripping recorded at 66KV overhead feeder Najafgarh to Nangloi Water Works. This intimation was received from System Control by EHV B/D Cell. Immediately the team incharge geared up and started patrolling the feeder. During this process they came to know that something untoward has happened between tower no.30 & 31. As per preliminary information gathered from the local residents / bystanders and their initial site inspection it was gathered that someone namely Mr.Arun S/o Shri Kanhaiya Lal had climbed to the rooftop constructed in close proximity to and encroaching upon the statutory safety corridor of BRPL 66KV line beneath which as per norms the construction is not allowed. It was also gathered that the victim Shri Arun was attempting to handle / move a ladder from the rooftop and during this process he came in close proximity or direct contact of 66KV line and sustained electric shock / injuries.					
5	Plot No.23, Kh.No.20/3, 2&8, Niranjn Park, Najafgarh ND Mrs.Shahveer (Age 30 Yrs) w/o Mr.Ilyas	28.07.2026 @ 06.58 Hrs	EHV-WEST	Non-Fatal Public	At approximately 06:58 hours, a tripping event was recorded in the BRPL system. Immediately thereafter, the ground patrolling team was deputed to inspect the vicinity of the 66 kV Najafgarh-Bodella 2 Circuit-1 transmission line. During the course of the patrol, a non-fatal electrical incident was reported between Tower Nos. 1 and 2. As per the preliminary information gathered from local residents/bystanders and the initial site inspection, Mrs. Shahveer (the victim), W/o Mr. Ilyas, was working in the kitchen of the subject premises, which had been illegally extended and was situated in close proximity to, and within the statutory safety corridor of, the BRPL 66 kV transmission line. It has been informed that, during the heavy rainfall, an electrical flashover occurred between the 66 kV transmission line and the metallic shed/roof of the kitchen, as a result of which Mrs. Shahveer sustained an electric shock and suffered electrical injuries.					

	Annexure-III								
						Month : Aug 2026			
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		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.			16183	16183	16158	25	16183	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			17873	17873	17853	20	17873	0
3	Continuous power supply failure requiring replacement of distribution transformer.			5	5	5	0	5	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			14250	14250	14222	28	14250	0
5	Continuous Schduled Power Outage			280	280	280	0	280	0
6	Replacement of Burnt Meter or Stolen Meter		49	2615	2664	2393	154	2547	89.8

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Aug-26

Year: 2026

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	<2 Hour	0	841	841	841	0	841	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: Aug-26
 Year: 2026

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	1,291	2,436	3,727	1,952	293	2,245	1,482
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	807	2,775	3,582	829	1,694	2,523	1,059
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	470	2,942	3,412	251	2,617	2,868	544
Complaint lodged for stolen meter		9	48	57	14	21	35	22

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: Aug-26
 Year: 2026

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	7,668	19,143	26,811	8,173	1,212	9,385	17,426
New Connection where RoW or road Cutting permission is required	15 days	3,133	3,587	6,720	905	11	916	5,804
New Connection where no RoW or road Cutting permission is required	7 days	96	325	421	96	229	325	96
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: Aug-26
 Year: 2026

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: Aug-26
Year: 2026

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: Aug-26

Year: 2026

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	68	6,932	7,000	6,932	0	6,932	68
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	0	378	378	375	3	378	0
Change of Category	As per Regulation 17 (5)	124	370	494	88	282	370	124
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:** Aug-26**Year:** 2026

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	1,727	1,523	3,250	1,366	106	1,472	1,778
Final bill for vacation of premises /	5 days	28	176	204	157	10	167	37
Non payment of dues by the	15 days	1	25	26	25	0	25	1
Request for reconnection	24hrs	51	733	784	371	315	686	98
Consumer wanting disconnection	5 days	1,624	6,857	8,481	3,398	3,901	7,299	1,182

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Aug-26**Year:** 2026

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	0	5=(4)*100/(3)%
8852	7	8859	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:** Aug-26**Year:** 2026

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)%
299	0	299	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII				Month : Aug 2026		
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.		16183	16158	25	99.85%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		17873	17853	20	99.89%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		5	5	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		14250	14222	28	99.80%
(v)	Continuous scheduled power outages		280	280	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2664	2393	154	89.80%
2	Maximum duration in a single stretch		06 HH : 29 MM			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		843	842	1	99.88%
Reliability Indices						Remark
4	SAIFI	0.175				
	SAIDI	0.113				
	CAIDI	0.646				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-26
Year: 2026

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: Aug-26
Year: 2026

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
164	115	1	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-26
Year: 2026

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
1316	265	33	31	2
0	0	0	0	0