

Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Jul-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	1	1	0	3	0	2	4	0	7

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:		Jul-26								
Year:		2026-27								
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
1	H.No. D-165, Kh. No.63/2/2, Saini Vihar, Laxmi Park Nangloi, New Delhi 110041 Mr.Piyush, Age 16 Yrs S/o Sh.Sudhir Pal	06.07.2026 @ 13.23 Hrs	EHV-WEST	Fatal Public	A non-fatal electrical incident was reported on 06 July 2026 at 13:23 Hrs in the vicinity of 66 kV Najafgarh-Nangloi transmission line, between Tower Nos. 49 and 50. As per the preliminary information gathered from local residents/bystanders and the initial site inspection, the injured person, Mr. Piyush, had unauthorisedly accessed the rooftop of a building constructed in close proximity to BRPL 66 kV transmission line. It has been reported that, while attempting to receive a parcel from a delivery person, the victim traversing across the rooftops of three adjoining buildings, he appears to have inadvertently came into dangerous proximity to the bottom phase conductor of the said 66 kV transmission line and consequently sustained an electric shock. The victim was immediately shifted to Satyabhama Hospital for first aid and was later referred to Safdarjung Hospital for treatment. The victim later succumbed to his injuries on 27.07.2026.					
2	Adjacent to C-33 Vishwas Park Extn, Uttam Nagar, New Delhi-110059 Mr.Sahil (Age 23 Yrs)	12.07.2026 @ 14.48 Hrs	EHV-WEST	Non-Fatal Public	According to the information gathered at the site, a non-fatal electrical incident occurred on 12.07.2026 at 14:48 hours on the 66 kV feeder between G-5 Matiyala Grid and Pankha Road Grid (Circuit No. 2), in the span between Tower Nos. 03 and 04. As per the preliminary information available, an individual, Mr. Sahil, who was reportedly engaged by a local cable TV/Internet operator, was attempting to install/lay an internet cable across the road. For this purpose, he allegedly placed a wooden ladder against an abandoned structure of a ground-floor shop, which appears to have been illegally constructed beneath the 66 kV overhead line, and climbed onto the roof of the said structure. It is reported that while attempting to throw a plastic rope across the road, he either came into close proximity to or into contact with the conductor of the aforesaid 66 kV overhead line, as a result of which he sustained an electric shock. The incident occurred near C-33, Vishwas Park Extension, Uttam Nagar, New Delhi-59. It has further been informed that the victim was immediately shifted by public to Aakash Hospital, Sector-3, Dwarka, New Delhi-110075, for medical treatment and was thereafter referred to Safdarjung Hospital for further treatment.					
3	Gali No.02, Mahavir Enclave, New Delhi Shri Bheem Singh, AMC vendor LM of M/s H.S.Power	25.07.2026 @ 19.20 Hrs	O&M-PLM	Non-Fatal AMC vendor Lineman	On 25.07.2026 at approximately 07.20 PM, a no-current complaint was received from F-1, Gali No.2, Mahavir Enclave at the official number of Kailash Puri S/Divn. The complaint was assigned by the on duty TO Shri Sarjit to the on duty Lineman Shri Bheem Singh for rectification. Before commencing the restoration work and while adjusting his rassa (safety belt) the belt reportedly became loose. As he attempted to secure it again, he lost his balance and fell from the pole at approximately 07.30 PM. According to Shri Manoj Kumar, ALM who was present at the site, the accident occurred while Shri Bheem Singh was adjusting his belt. Shri Bheem Singh was immediately shifted to Bhagat Chandra Hospital Palam for medical treatment. Subsequently upon further enquiry with Shri Manoj Kumar (ALM) it was indicated that there is a possibility that Shri Bheem Singh may have fallen as a result of an electrical shock sustained while carrying out the restoration work.					
4	Plot at Kh.No.37/9 & 37/12, Village Ranholia, 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 : Jul 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.			28143	28143	28115	28	28143	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			10539	10539	10525	14	10539	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)			16787	16787	16759	28	16787	0
5	Continuous Scheduled Power Outage			233	233	233	0	233	0
6	Replacement of Burnt Meter or Stolen Meter		105	3220	3325	3182	81	3263	49

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jul-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	1017	1017	1017	0	1017	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: Jul-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	690	2,340	3,030	1,618	118	1,736	1,294
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	559	2,571	3,130	1,281	1,041	2,322	808
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	602	3,583	4,185	358	3,362	3,720	465
Complaint lodged for stolen meter		4	33	37	13	17	30	7

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: Jul-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	6355	23093	29448	10516	0	10516	18932
New Connection where RoW or road Cutting permission is required	15 days	3304	4605	7909	1222	0	1222	6687
New Connection where no RoW or road Cutting permission is required	7 days	78	453	531	396	57	453	78
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: Jul-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: Jul-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: Jul-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	47	8,336	8,383	7,874	0	7,874	509
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	1	450	451	446	5	451	0
Change of Category	As per Regulation 17 (5)	82	424	506	87	0	87	419
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:** Jul-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	1,351	1,661	3,012	1,030	110	1,140	1,872
Final bill for vacation of premises /	5 days	39	148	187	133	26	159	28
Non payment of dues by the	15 days	1	44	45	43	0	43	2
Request for reconnection	24hrs	98	647	745	347	347	694	51
Consumer wanting disconnection	5 days	1,285	6,728	8,013	3,043	3,347	6,390	1,623

FORMAT XI: Failure of Distribution Transformer**Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jul-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)%
8836	16	8852	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:** Jul-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 : Jun 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.		28143	28115	28	99.90%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		10539	10525	14	99.87%
(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		16787	16759	28	99.83%
(v)	Continuous scheduled power outages		233	233	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		3325	3182	81	95.70%
2	Maximum duration in a single stretch		04 HH : 10 MM			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		625	625	0	100.00%
Reliability Indices						Remark
4	SAIFI	0.168				
	SAIDI	0.106				
	CAIDI	0.633				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-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: Jul-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
144	46	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-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
2093	377	20	17	3
0	0	0	0	0