

FORMAT I: Fatal and non-fatal accident report

Name of Company: BRPL
Period of Report: Feb-24
Year: 2024

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	2	0	0	0	0	2	1

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: Feb-24
 Year: 2024

Sl. No.	Location of accident and details of victim	Date of occurrence	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	11 KV Sub/Stn. Street Light No 1, Dhaura Kuan Road, Moti Bagh sub division	11.02.2024 around 09:16 AM	Non-Fatal (Later on converted to Fatal on 20.02.2024)	It is informed that on the morning of February 11, 2024, the SDO Moti Bagh reported a call received at approximately 9:16 AM from mobile number 9813022392. The caller informed about a potential electrocution accident at the pole mounted outdoor sub/stn. located at Street Light No 1 (equipped with 100 KVA DT and 1-way RMU). Upon receiving the information at BRPL's Moti Bagh Division Office, Officials promptly arrived at the site. It was brought to the knowledge that the incident involved an individual, likely a trespasser (a thief who wanted to steel electricity equipment/ cables / oil from the site), who unlawfully entered the sub station by jumping over the properly locked fence, resulting in coming in contact with the electrical equipment. The unfortunate incident, the BRPL's RMU and the grid experienced a tripping and normal functioning was restored within two hours of the incident reported. It was further pertinent that the sub station had secure fencing and being a locked state, the police had to forcibly open the lock to rescue the injured person. Subsequently, the injured individual was transported by the police to the hospital for medical attention.	0	N.A.	N.A.	BRPL has been doing large number of public awareness drives.	N.A.
2	DDA Smriti Van, near Machhli Park, Kishan Garh, Vasant Kunj, ND-70	20.02.2024 @ appx. 6.25 PM	Fatal	On 20.02.24 around 6.25 pm BRPL B1 Office of Divn Vasant Kunj Urban received information through IOMS Emergency complaint No. 24022002785 of electrocution in DDA Smriti Van near Machhli Park, Kishann Garh N.D. 70. On reaching site by Lineman at 6.40 PM found that the victim has been moved to Hospital by Police, Matter is under investigation.	0	N.A.	N.A.	BRPL has been doing large number of public awareness drives.	N.A.

FORMAT III: Action taken report for safety measures complied for the accidents occurred

Month : February 2024									
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.	0	0	13840	13840	13805	35	13840	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	4906	4906	4904	2	4906	0
3	Continuous power supply failure requiring replacement of distribution transformer.	0	0	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)	0	0	6797	6797	6787	10	6797	0
5	Continuous Scheduled Power Outage	0	0	1961	1961	1961	0	1961	0
6	Replacement of Burnt Meter or Stolen Meter	0	49	1907	1956	1902	6	1908	27

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	703	3500	4203	2120	228	2348	1855
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	617	2889	3506	2261	652	2913	593
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	415	1994	2409	1532	559	2091	318
Complaint lodged for stolen meter		11	44	55	33	11	44	11

FORMAT VI: New Connections / Additional Load, where power supply can be provided from existing network

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	649	15643	16292	15901	4	15905	387
New Connection where RoW or road Cutting permission is required	15 days	21	92	113	87	0	87	26
New Connection where no RoW or road Cutting permission is required	7 days	38	257	295	242	13	255	40
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.
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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.
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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.
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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	0	4,961	4,961	4,961	0	4,961	0
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	0	802	802	802	0	802	0
Change of Category	As per Regulation 17 (5)	47	395	442	391	9	400	42
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.
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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	424	466	890	388	36	424	466
Final bill for vacation of premises /	5 days	14	114	128	105	3	108	20
Non payment of dues by the	15 days	3	32	35	29	0	29	6
Request for reconnection	24hrs	675	1,872	2,547	1,500	884	2,384	163
Consumer wanting disconnection	5 days	730	4,399	5,129	2,942	1,537	4,479	650

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Feb-24
Year: 2024

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)%
8416	0	8416	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: Feb-24
Year: 2024

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)%
273	0	273	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

FORMAT XIII: Summary of Overall Standards of Performance

Month : February 2024

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.		13840	13805	35	99.75%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		4906	4904	2	99.96%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		6797	6787	10	99.85%
(v)	Continuous scheduled power outages		1961	1961	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1956	1902	6	98.60%
Period of scheduled outage						
2	Maximum duration in a single stretch		07H:50M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		3417	3417	0	100.00%
Reliability Indices						Remark
4	SAIFI		0.170			
	SAIDI		0.106			
	CAIDI		0.264			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Feb-24
 Year: 2024

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: Feb-24

Year: 2024

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
58	81	1	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Feb-24

Year: 2024

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
1540	332	2	1	1
0	0	0	0	0