

# Fatal and non-fatal accident report

**Name of Company:** BRPL  
**Period of Report:** Jan-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	0	1	0	0	0	0	1

**FH- Fatal Human**  
**NFH- Non Fatal Human**  
**FA- Fatal Animal**

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

Name of Company: BRPL  
 Period of Report: Jan-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	66 KV feeder 220 KV Najafgarh – Bodella 2 Circuit 2 opposite Plot number 202 Shiv Vihar (West) Vikas Nagar Uttam Nagar, near Church, New Delhi-59	22/01/2024 at 15.03 hours	Non-Fatal	Non-fatal accident occurred at 66 KV feeder 220 KV Najafgarh – Bodella 2 Circuit 2 opposite Plot number 202 Shiv Vihar (West) Vikas Nagar Uttam Nagar, near Church, New Delhi - 59 between Tower No. 30 & 31 on 22/01/2024@15.03 hours. The over head feeder got tripped at 15:03 hours dated 22/01/2024. Patrolling was done by Breakdown Team and they found bird nest on Tower No. 37, same was remove. There was no other reason found for this breakdown during patrolling. Height Voltage Test of the above said 66 KV feeder was performed by breakdown team and the feeder charged at 19.20 hours on 22/01/2024 as per instruction of System Control Balaji. On 23/1/2024 shutdown was planned and inailed for preventive maintenance work. During maintenance work conductor of bottom phase was found damaged between Tower No. 30 & 31. Further investigated from neighbours and then found Md Husen was laying CCTV camera wire and wire fall down on bottom phase conductor of above said 66 KV feeder and Md Husen was electrocuted. Already had been informed to the Electrical Inspector on dated 23/01/2024 and also informed to Safety Department by Shri S.M. Chaudhari Assistant Manager. As per neighbors, the victim was admitted in AIIMS .	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 : January 2024**

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.	0	0	17387	17387	16870	517	17387	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	5054	5054	4996	58	5054	0
3	Continuous power supply failure requiring replacement of distribution transformer.	0	0	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)	0	0	7997	7997	7980	17	7997	0
5	Continuous Scheduled Power Outage	0	0	1856	1856	1856	0	1856	0
6	Replacement of Burnt Meter or Stolen Meter	0	1128	2135	3263	2020	1194	3214	49



**FORMAT V: Complaint about meters**

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

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	912	1633	2545	1330	512	1842	703
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	815	2832	3647	2226	806	3032	615
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	633	2278	2911	1643	849	2492	419
Complaint lodged for stolen meter		20	28	48	17	20	37	11

**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: Jan-24  
 Year: 2024

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	253	17214	17467	16818	0	16818	649
New Connection where RoW or road Cutting permission is required	15 days	15	59	74	51	2	53	21
New Connection where no RoW or road Cutting permission is required	7 days	19	241	260	213	9	222	38
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: Jan-24

Year: 2024

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: Jan-24  
Year: 2024

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 XI: Failure of Distribution Transformer****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jan-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  $\geq 400$  kVA  
Only New transformers added in the system is considered against point no. 2  
Only O&M failure considered

**FORMAT XI: Failure of Power Transformer****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jan-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	0	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 : January 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	<b>Power Supply Failure</b>					
(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.		17387	16870	517	97.03%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5054	4996	58	98.85%
(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		7997	7980	17	99.79%
(v)	Continuous scheduled power outages		1856	1856	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		3263	2020	1194	62.85%
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch		07H:41M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		1721	1720	1	99.94%
<b>Reliability Indices</b>						<b>Remark</b>
4	SAIFI	0.154				
	SAIDI	0.108				
	CAIDI	0.703				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

**FORMAT XIV: Compensation Details**Name of Company: **BSES RAJDHANI POWER LIMITED.**

Period of Report: Jan-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:** Jan-24**Year:** 2024

<b>No. of Cases Booked</b>	<b>No. of Cases where UUE is established by the Licensee</b>	<b>No. of cases where appeal filed by the consumer before the Appellate</b>	<b>No. of cases decided by the Appellate Authority in favor of the</b>	<b>No. of cases decided by the Appellate Authority in the favor of</b>
60	37	0	0	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jan-24**Year:** 2024

<b>No. of Cases Booked</b>	<b>No. of complaints filed by the Licensee in Police Station</b>	<b>No. of cases in which judgement delivered by the Special Court</b>	<b>No. of cases decided by the Special Court in favor of Licensee</b>	<b>No. of cases decided by the Special Court in favor of Consumer</b>
1567	630	0	0	0
0	0	0	0	0