

Format I : Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Apr-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	2	0	0	0	0	2	0	0

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:	Apr-25
Year:	2025-26

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 accidents	Amount paid as compensation	Report submitted by
1	H.No.A-23, Block-A, Pratap Garden, Uttam Nagar, ND Mr.Nishant Malik (Aged 27 Yrs)	11.04.25 @ 19.22 Hrs.	EHV-TRL West	Fatal - Public	As per BRPL's system operations, a tripping event was recorded on 66KV G-5 Matiala to Pankha Road Ckt-2. The tripping occurred at approx. 19.22 Hrs. Upon receiving the complaint, BRPL EHV breakdown team promptly deputed to attend the issue. The team arrived at the site located on the 66KV G-5 Matiala to Pankha Road Ckt-2, specifically between tower No.10 & 11. Upon arrival, the team was informed about an unfortunate electrocution incident involving male victim named Nishant Malik at H.No.A-24, Block-A, Partap Garden, Uttam Nagar, ND-59. According to the bystanders, one person named Nishant Malik went to rooftop of the said premises to place iron pipe and during thunderstorm he came into contact with live line. The victim was rushed to the hospital for urgent medical treatment.						
2	GD-127, Pul Pehladpur, New Delhi-44 Sh.Bishma Narayan Singh (Age 32 Yrs)	20.04.25 @ 16.17 Hrs	O&M-Khanpur	Fatal - Public	On 20.04.2025 at about 16.17 Hrs, an emergency complaint was received at BVSK Vishwakarma Colony from H.No.GD-126, Pul Pehladpur, New Delhi-110044 against Complaint No.25042002305. TO on duty Shri Pradeep Gupta assigned the duty to Lineman Shri Dhani Ram as well as he informed to Shri Vijay Kumar, Senior DGM, SDO of S/D Vishwakarma Colony. Shri Dhani Ram reached to the site where, from the neighbourhood he came to know that a man namely Shri Bishmi Narayan Singh, aged 32 years, got electric shock while he was lifting a long iron pipe of approximately 20 Ft. length when he accidentally touched to the live part of HVDS system in the lane and he has been taken to the hospital for treatment.						

Annexure-III

Month : APR 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.			17152	17152	16805	347	17152	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			13155	13155	12982	173	13155	0
3	Continuous power supply failure requiring replacement of distribution transformer.			4	4	4	0	4	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			13170	13170	12721	449	13170	0
5	Continuous Scheduled Power Outage			1028	1028	1028	0	1028	0
6	Replacement of Burnt Meter or Stolen Meter		69	1720	1789	1707	64	1771	18

FORMAT V: Complaint about meters

Name of Company: **BSES RAJDHANI POWER LIMITED.**
 Period of Report: **Apr-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	1,081	535	1,616	567	66	633	983
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	713	1,988	2,701	1,687	483	2,170	531
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	304	1,877	2,181	1,361	456	1,817	364
Complaint lodged for stolen meter		10	38	48	27	15	42	6

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: **Apr-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	6123	17925	24048	15184	163	15347	8701
New Connection where RoW or road Cutting permission is required	15 days	4094	9315	13409	8365	0	8365	5044
New Connection where no RoW or road Cutting permission is required	7 days	144	373	517	95	70	165	352
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: **Apr-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: Apr-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: **Apr-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	815	5,622	6,437	6,295	0	6,295	142
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	63	444	507	500	2	502	5
Change of Category	As per Regulation 17 (5)	202	368	570	147	92	239	331
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: **Apr-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	623	170	793	61	27	88	705
Final bill for vacation of premises /	5 days	31	156	187	168	0	168	19
Non payment of dues by the	15 days	1	14	15	14	0	14	1
Request for reconnection	24hrs	180	839	1,019	751	197	948	71
Consumer wanting disconnection	5 days	1,049	5,895	6,944	4,027	1,951	5,978	966

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-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)%
8604	85	8689	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: Apr-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)%
281	2	283	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII

Month : APR 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.		17152	16805	347	97.98%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		13155	12982	173	98.68%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4	4	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		13170	12721	449	96.59%
(v)	Continuous scheduled power outages		1028	1028	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1789	1707	64	96.39%
Period of scheduled outage						
2	Maximum duration in a single stretch		06H : 03M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		3113	3048	65	97.91%
Reliability Indices						Remark
4	SAIFI		0.214			
	SAIDI		0.150			
	CAIDI		0.700			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-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: Apr-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
52	17	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Apr-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
1870	84	4	2	2
0	0	0	0	0