

### FORMAT I: Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Jan-25
Year:	2025

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	0	1	4	9	2	8

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

(Signature of the Licensee)



Annexure-III		Month : JAN 2025							
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.			18522	18522	18448	74	18522	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			10188	10188	10168	20	10188	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)			2161	2161	2134	27	2161	0
5	Continuous Scheduled Power Outage			2075	2075	2075	0	2075	0
6	Replacement of Burnt Meter or Stolen Meter		85	1979	2064	1984	4	1988	76



## FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Jan-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	2559	1569	4128	1180	400	1580	2548
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	1346	4557	5903	3438	1554	4992	911
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	361	2114	2475	1364	821	2185	290
Complaint lodged for stolen meter		3	51	54	18	29	47	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: Jan-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	5103	10751	15854	8393	0	8393	7461
New Connection where RoW or road Cutting permission is required	15 days	4607	8134	12741	6209	64	6273	6468
New Connection where no RoW or road Cutting permission is required	7 days	134	213	347	71	107	178	169
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-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: Jan-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:** Jan-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
<b>Transfer of Name</b>	Within two billing cycles of acceptance of application or clearing of dues whichever is later	902	5,785	6,687	6,590	0	6,590	97
<b>Load Reduction</b>	Within ten days of acceptance of application, shall be effective from next billing cycle	75	562	637	633	0	633	4
<b>Change of Category</b>	As per Regulation 17 (5)	173	352	525	138	163	301	224
<b>Incase connection is denied after receipt of payment against demand note</b>	-	0	0	0	0	0	0	0
<b>Connection energized through Loop</b>	As per Regulation 11	0	0	0	0	0	0	0
<b>If notice towards downward if any is not sent</b>	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:** Jan-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
<b>Complaints on billing</b>	Only one bill in a Financial Year	779	225	1,004	110	30	140	864
<b>Final bill for vacation of premises /</b>	5 days	25	145	170	139	11	150	20
<b>Non payment of dues by the</b>	15 days	3	13	16	14	1	15	1
<b>Request for reconnection</b>	24hrs	212	1,759	1,971	1,415	303	1,718	253
<b>Consumer wanting disconnection</b>	5 days	841	5,397	6,238	3,117	2,269	5,386	852

**FORMAT XI: Failure of Distribution Transformer**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Jan-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)%
8570	20	8590	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 XII: Failure of Power Transformer****Name of Company:** BSES RAJDHANI POWER LIMITED.**Period of Report:** Jan-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)%
276	0	278	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII			Month : JAN 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.		18522	18448	74	99.60%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		10188	10168	20	99.80%
(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		2161	2134	27	98.75%
(v)	Continuous scheduled power outages		2075	2075	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2064	1984	4	99.80%
Period of scheduled outage						
2	Maximum duration in a single stretch		07H:37M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		4568	4510	58	98.73%
Reliability Indices						Remark
4	SAIFI		0.154			
	SAIDI		0.113			
	CAIDI		0.736			
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-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:** Jan-25

**Year:** 2025

<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>
20	36	0	0	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity**

**Name of Company:** BSES RAJDHANI POWER LIMITED.

**Period of Report:** Jan-25

**Year:** 2025

<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>
1682	0	5	1	4
0	0	0	0	0