

Format: I Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Oct-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	0	0	2	1	0	17	0	13

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:	Oct-25
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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	Report submitted by
1	Plot No.H-3, Kh.No.12/11, Kunwar Singh Nagar, Nangloi, New Delhi-110041 Sh. Himanshu Singh S/o Sh. Bhagwan Singh age : Approx 31 years	18.10.2025 @ 10.21 Hrs.	EHV-TRL West	Non-Fatal Public	On October 18, 2025, at 10:21 hrs, the 66KV feeder from Najafgarh to Ngl ckt tripped. Immediately team was sent for patrolling of feeder when an information has been received from bystanders and reached at accident site (between tower No.37 & 38). As per information gathered at site through locals, Sh. Himanshu Singh S/o Sh.Bhagwan Singh Age : Approx 31 years was electrocuted when decoration wire (Ladi), he threw came into contact with the power line. Sh. Himanshu was taken to nearby Hospital for primary treatment. He was released after treatment same day and now recovering at home.						
2	E-121, E-Block, Bharat Vihar, Kakrola, New Delhi-110078 Mr.Parmeshwar (a rickshaw puller)	28.10.2025 @ 13.20 Hrs	O&M-DWK	Non-Fatal Public	On 28.10.2025 at about 13.20 Hrs as per IOMS entry, there was an HT breakdown occurred at Sector-15 Shyam Vihar feeder. An entry was made in the register by TO Shri Jaiveer of S/Divn Sector-13, Dwarka and he despatched a team comprising of Lineman Ramesh Mukhriya and ALM Sh.Kattar Mandal. The team went to the site for patrolling and after reaching E-Block Bharat Vihar, it was found that at a welding shop one loaded rickshaw with iron pipes and other material was parked for unloading. It was further gathered that some time back while unloading the iron pipes one of the iron pipe accidentally came in contact with 11KV conductor by the rickshaw puller resulting blast in the conductor and as a result he got electric shock and fell down on the road. The victim was taken to Indira Gandhi Hospital Sector-9 Dwarka by the owner of the shop where he was discharged after first aid.						

Annexure-III

Month : Oct 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.			8962	8962	8907	55	8962	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			7813	7813	7785	28	7813	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)			6204	6204	6159	45	6204	0
5	Continuous Scheduled Power Outage			1488	1488	1488	0	1488	0
6	Replacement of Burnt Meter or Stolen Meter		51	1900	1951	1884	42	1926	11

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Oct-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	723	1,099	1,822	1,056	126	1,182	640
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	771	3,355	4,126	2,288	954	3,242	884
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	329	2,159	2,488	785	1,430	2,215	273
Complaint lodged for stolen meter		9	41	50	18	14	32	18

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: Oct-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	7200	13562	20762	10206	524	10730	10032
New Connection where RoW or road Cutting permission is required	15 days	2661	3206	5867	2896	0	2896	2971
New Connection where no RoW or road Cutting permission is required	7 days	73	145	218	98	42	140	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: Oct-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.
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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.

Period of Report: Oct-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	821	4,185	5,006	4,928	0	4,928	78
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	24	238	262	262	0	262	0
Change of Category	As per Regulation 17 (5)	94	241	335	157	47	204	131
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: Oct-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	1,215	260	1,475	92	49	141	1,334
Final bill for vacation of premises /	5 days	19	166	185	157	7	164	21
Non payment of dues by the	15 days	0	15	15	15	0	15	0
Request for reconnection	24hrs	290	815	1,105	638	228	866	239
Consumer wanting disconnection	5 days	630	4,657	5,287	3,216	1,407	4,623	664

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-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)%
8752	8	8760	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:** Oct-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)%
289	1	290	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII					Month : Oct 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.		8962	8907	55	99.39%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		7813	7785	28	99.64%
(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		6204	6159	45	99.27%
(v)	Continuous scheduled power outages		1488	1488	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1951	1884	42	96.60%
Period of scheduled outage						
2	Maximum duration in a single stretch		06 HH : 47 MM			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		272	237	35	87.13%
Reliability Indices						Remark
4	SAIFI		0.153			
	SAIDI		0.121			
	CAIDI		0.791			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-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: Oct-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
48	36	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Oct-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
1485	381	7	6	1
0	0	0	0	0