Format I: Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Sep-26
Year:	2026-27

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	3	0	2	7	0	12

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:	Sep-26
Year:	2026-27

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	Amount paid as compen-sation
1	Nand Ram Park, Bindapur, New Delhi Master Kaushal Age 13 Yrs	04.09.2026 @ 04.00 PM	O&M-UTN	Fatal Public	On 4/9/26 One boy named Kaushal aged about 13 year r/o Nand Ram Park under the jurisdiction of police Station Bindapur got electric shock at about 4.00 PM when came in contact with an electric pole while going to his relative's nearby home. He died on the spot and declaired brought dead when taken to Hospital. The postmortem of deceased was conducted on 5/9/26 in DDU Hospital and body handed over to relatives. The incident is being enquired by ASI Harmeet of P.S.Bindapur. No FIR has been registered till now and further action will be taken after receipt of PM report. As per police, they are examining the circumstances and the exact reason for his death will be established in the postmortem					
2	Shyam Kunj T-Off, Goyla Village Mr.Hasim, Age 60 Yrs	05.09.2026 @ 12.35 Hrs	O&M-CWL	Non-Fatal Public	On 05.09.2026 at approximately 12:35 Hrs, the 11 KV Defence Enclave feeder emanating from 66 KV Goyla Khurd Grid tripped, and the associated FSS also tripped simultaneously, resulting in instantaneous interruption of power supply to the area served by the feeder. On patrolling by the Break-Down team, it was found that the HT O/H conductor had snapped at Shyam Kunj T-Off, Goyla Village, and had fallen to the ground. The fault was localised by the Chhawla Break-Down team, and the Chhawla Break-Down & Maintenance team was deputed for restoration. As per public statements obtained at site, it is stated that a large truck came in contact with / got stuck in the overhead line at the T-Off point, causing the HT conductor to snap, reportedly three HT conductors fell to the ground as a result. No further particulars of the vehicle (registration, ownership, or driver) could be ascertained at the time of reporting. During investigation at site by the PCR, it was learnt that an unknown person (Mr Hasim) kabadiwala (scrap collector), came into contact with the fallen HT conductor and sustained an electric shock. He was moved to Indira Gandhi Hospital, Dwarka, by the PCR for medical treatment and is reported to be in normal/stable condition.					
3	Near Shop No.5,6 & 7, Yash Farm, Nalah Vala Road, Sainik Enclave, Mohan Garden, ND Mr.Suresh	15.09.2026 @ 15.43 Hrs	EHV WEST	Non-Fatal Public	A tripping event was recorded at approximately 15:43 hours on 15.09.2026 on the 66 kV Najafgarh–Bodella Circuit-1, between Tower Nos. 10 and 11. Subsequently, a PCR complaint was received at the BRPL Complaint Centre regarding an electrical incident near Yash Farm Nalah Vala Road, Sainik Enclave, Mohan Gardan, involving an individual. Upon receipt of the information, a BRPL team immediately proceeded to the site to ascertain the circumstances and inspect the electrical network. As per the preliminary information gathered from persons present at the site, Mr. Suresh, a painter, was carrying out painting work at an under-construction double-storey building. During the site inspection, it was observed that the said building had been unauthorisedly constructed and further extended/encroached upon the public road by way of an extended balcony located in close proximity to the BRPL 66 kV overhead transmission line. It was further learnt that, while carrying out the painting work from the extended balcony, Mr. Suresh was using a long PVC pipe as an extension for a paint brush/roller to paint the external wall. In the course of such activity, the extended pipe was brought dangerously close to the R-phase conductor of the aforesaid 66 kV line, following which he unfortunately suffered an electric shock/electrical injury.					
4	H.No.106, M-Block, Mohan Garden, Uttam Nagar, ND-59 (Near Nand Lal Temple) Mr.Bambam Kumar S/o Sh. Bhikham Das	18.09.2026 @ 18.10 Hrs	O&M-MGN	Non-Fatal Public	BRPL's system recorded a tripping on the HVDS network on 18.09.2026 at approximately 6:00 PM in M-Block, Mohan Garden. Immediately thereafter, the BRPL maintenance team was deputed to attend to the tripping. However, at approximately 6:10 PM, a complaint was received from Mr. Shilpi Sharma Contact No. 8178285229, informing BRPL about an incident involving a labourer reportedly engaged in elevation work at House No. 106, M BLK, Mohan Garden, Uttam Nagar, Block P-2, Razapur Khurd, New Delhi – 110059. Upon reaching the site, it was learnt that labourers had been engaged by the owner(s)/occupier(s) of the subject premises for carrying out tile repair/elevation work. While erecting iron scaffolding for the front elevation, one of the labourers reportedly tripped from the scaffolding and came into contact with the BRPL's HVDS network, resulting in an electrical shock. The incident was accompanied by sparking, following which the plastic tarpaulin at the site reportedly caught fire. The BRPL protection system operated immediately and the concerned circuit tripped, thereby interrupting the power supply. The affected labourer reportedly fell from the scaffolding and sustained injuries due to falling, including some minor burn injuries. As informed by the Investigating Officer, the labourer has been identified as Mr. Bambam and is presently undergoing treatment at Safdarjung Hospital. He has been reported to be in stable condition.					
5	Near A-2/37, Bhardwaj Properties Road, Sainik Enclave, Mohan Garden, ND Mr.Ashutosh, Age 35 Yrs	18.09.2026 @ 19.00 Hrs	O&M-MGN	Fatal Public	FIR No. 249/2026 dated 19.09.2026, PS Mohan Garden This incident was not reported to BRPL by any person or agency at the time of its occurrence. Upon being informed subsequently about the aforesaid FIR, BRPL's O&M team visited and inspected the site. During the site verification, it was learnt from local residents that an electrical accident had reportedly occurred during the evening hours of 18.09.2026. As informed by local residents, the person was reportedly a middle-aged individual named Ashutosh, stated to be working for one Mr. Suresh, who is engaged in operating/maintaining a local internet/Wi-Fi network. As per the information gathered locally, the said person had reportedly reached the site for carrying out repair work on the illegally installed internet cables/wires strung on/around the pole, which were located substantially below the BRPL electricity network and approximately at the height of the MCD street-light arrangement. During the site inspection, it was observed that the pole carries BRPL HVDS network along with a parallel LT network circuit. As informed by local residents, while the said person was reportedly carrying out repair work using a ladder, he came into contact with the exposed portion/joint of the street-light wiring, allegedly received an electric shock, lost balance and fell to the ground. The person accompanying him reportedly shifted him to a nearby hospital, where, as stated in the FIR, he was declared brought dead.					

	Annexure-III					Month : Sep 2026			
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	Beyond specified time	Total	
	1	2	3	4	5=3+4	6		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.			11652	11652	11629	23	11652	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			12870	12870	12851	19	12870	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)			10261	10261	10235	26	10261	0
5	Continuous Schduled Power Outage			1378	1378	1378	0	1378	0
6	Replacement of Burnt Meter or Stolen Meter		105	2366	2471	2290	85	2375	96

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-26
Year: 2026

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=5-8
Local Problem	<2 Hour	0	671	671	671	0	671	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/ capacitor	0	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	0	0	0	0	0	0	0	0

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-26
Year: 2026

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	1,474	2,013	3,487	1,762	521	2,283	1,204
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	1,050	2,854	3,904	1,217	1,864	3,081	823
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	556	2,611	3,167	205	2,597	2,802	365
Complaint lodged for stolen meter		24	48	72	19	37	56	16

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-26
Year: 2026

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	8,675	23,301	31,976	10,120	1,324	11,444	20,532
New Connection where RoW or road Cutting permission is required	15 days	3,203	4,385	7,588	735	14	749	6,839
New Connection where no RoW or road Cutting permission is required	7 days	74	450	524	345	105	450	74
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: Sep-26
Year: 2026

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 distribtion 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: Sep-26
Year: 2026

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: Sep-26
Year: 2026

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	90	8,432	8,522	8,432	0	8,432	90
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	1	275	276	275	0	275	1
Change of Category	As per Regulation 17 (5)	102	418	520	285	133	418	102
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: Sep-26
Year: 2026

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	1,605	944	2,549	789	91	880	1,669
Final bill for vacation of premises /	5 days	36	102	138	123	7	130	8
Non payment of dues by the	15 days	1	31	32	30	0	30	2
Request for reconnection	24hrs	97	1,086	1,183	609	439	1,048	135
Consumer wanting disconnection	5 days	1,185	6,731	7,916	2,792	3,354	6,146	1,770

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-26
Year: 2026

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	0	5=(4)*100/(3)%
8859	18	8877	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: Sep-26
Year: 2026

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)%
299	2	301	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII				Month : Sep 2026		
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.		11652	11629	23	99.80%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		12870	12851	19	99.85%
(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		10261	10235	26	99.75%
(v)	Continuous scheduled power outages		1378	1378	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2471	2290	85	92.70%
.						
2	Maximum duration in a single stretch		05HH : 33 MM			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		678	671	7	98.97%
Reliability Indices						Remark
4	SAIFI	0.167				
	SAIDI	0.125				
	CAIDI	0.746				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Sep-26
Year: 2026

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: Sep-26
Year: 2026

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
119	115	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Sep-26
Year: 2026

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
1993	292	9	5	4
0	0	0	0	0