

FORMAT I: Fatal and non-fatal accident report

Name of Company: BRPL
Period of Report: Apr-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	1	2	0	0	0	4	3

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-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	32 & 33 Ground Floor, Main Road, Shiv Vihar, Uttam Nagar, New Delhi - 110059. Najafgarh to Bodella 2 circuit 1 (between tower no 29 & 30). Victim Name : Anil Kumar (tenant)	15-04-2024 66KV feeder tripped at 19:50hrs on dated 15.04.24	Non-Fatal	66KV Feeder Najafgarh to Bodella 2 CKT 1 got tripped at 19:50hrs on dated 15.04.24. I got msg from site at 21:35hrs that a non fatal accident happened on Najafgarh to Bodella 2 circuit 1 (between tower no 29 & 30). Accident site address : Mr. Saheed Ali Ansari S/O Lal Mohammad, 32 & 33, Ground Floor, Main Road, Shiv Vihar West, Uttam Nagar, New Delhi 110059. Victim got electrocuted when he was laying Dish TV wire in the said premises and there is flash on face, neck & left arm of victim. He was immediately taken to Commander Hospital for primary treatment.	0	N.A.	0	site visited on 16.04.24 morning and investigate and found that victim was shifted in Safdarjung hospital. talked over telephonically to victim family member and they told that medical condition of victim is stable.	N.A.
2	D-51, Gali no - 5, First Floor, Rajapuri, Uttam Nagar, New Delhi 110059. Unknown Thief	20.04.2024 - Time of tripping : 05:10 hrs	Non-Fatal	A non fatal accident is reported from EHV TRL West 20.04.24. One PCR complaint (no. 0431) received at Dwarka complaint center through iOMS at 05:28 am today. LM reached at site immediately and found that one person got flash and injured from 66KV G5 Matiala to Pankha Road (T-off Bindapur) circuit 1 (between tower no 6 & 7) while crossing over an wall in Rajapuri area. As reported, an ambulance took the person to some hospital with the help of local residents. As per residents he was a thief and trying to escape by jumping over terrace.	0	N.A.	0	0	N.A.
3	House No. 144 in Khaira village	23.04.2-24 at 19:05 hrs.	Fatal	An abandoned telephone pole, which was encroached upon by the consumer at the site, had an illegal flexible wire tied to it, originating from inside the consumer's premises. This wire was found to be carrying a back charge from the internal wiring of the consumer, leading to the telephone pole becoming electrically charged and resulting in the unfortunate accident.	0	N.A.	0	Photographs were taken at the site depicting the abandoned telephone pole, which had been illegally encroached upon by the consumer through the extension of the premises Chhajja. The illegal wires were confiscated by the police.	N.A.

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

Month : April 2024

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	
					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	16016	16016	15294	722	16016	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		0	7658	7658	7459	199	7658	0
3	Continuous power supply failure requiring replacement of distribution transformer.		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	9035	9035	8906	129	9035	0
5	Continuous Scheduled Power Outage		0	1172	1172	1172	0	1172	0
6	Replacement of Burnt Meter or Stolen Meter		179	1630	1809	1709	0	1709	100

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	1,174	1,269	2,443	1,551	288	1,839	604
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	461	1,670	2,131	1,358	347	1,705	426
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	452	1,784	2,236	1,459	453	1,912	324
Complaint lodged for stolen meter		4	34	38	25	2	27	11

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

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 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	311	22225	22536	21605	16	21621	915
New Connection where RoW or road Cutting permission is required	15 days	12	182	194	178	0	178	16
New Connection where no RoW or road Cutting permission is required	7 days	15	363	378	319	12	331	47
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-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: Apr-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:** Apr-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)%
8464	15	8479	0	0.0%
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-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	0.0%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

FORMAT XIII: Summary of Overall Standards of Performance

Month : April 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	
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.		16016	15294	722	95.49%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		7658	7459	199	97.40%
(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		9035	8906	129	98.57%
(v)	Continuous scheduled power outages		1172	1172	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1809	1709	0	100.00%
Period of scheduled outage						
2	Maximum duration in a single stretch		09H:17M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		2779	2776	3	99.89%
Reliability Indices						Remark
4	SAIFI	0.223				
	SAIDI	0.132				
	CAIDI	0.590				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

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

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

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
103	22	0	0	0
0	0	0	0	0

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

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
2016	178	5	0	5
0	0	0	0	0