

### Fatal and non-fatal accident report

<b>Name of Company:</b>	BRPL
<b>Period of Report:</b>	Nov-24
<b>Year:</b>	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	1	0	1	0	4	9	2	8

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

**(Signature of the Licensee)**

### Action taken report for safety measures complied for the accidents occurred

Name of Company:	BRPL
Period of Report:	Nov-24
Year:	2024

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	House No. E-7, Gali No. 7, Rajapuri Extension, Uttam Nagar, New Delhi - 110059 Master Devesh Bhardwaj (Age 12 yeas)	15.11.2024 @ 11.22 Hrs	O&M - Division Uttam Nagar	Non-Fatal Public	As per BRPL's System Operations, a tripping event was recorded at 11.22 hours on the 66KV G5 Matiala to Pankha Road Circuit 1, between tower numbers 4 and 5. Subsequently, at 11:32 hours, a PCR complaint was also received, which was communicated to the Division Complaint Centre. Upon receiving the complaint, the BRPL maintenance breakdown team was promptly deputed to attend to the issue. The team arrived at the site. Upon arrival, the team was informed about an unfortunate electrocution incident involving a 12-year-old boy, Devesh Bhardwaj. According to the bystanders, Devesh was on the terrace of the house and was attempting to retrieve a ball that had landed on the roof of the first-floor bathroom. He used an iron rod for this purpose. While attempting to recover the ball, the iron rod inadvertently came into contact with the live 66KV overhead conductor, resulting in an electric shock and Devesh was electrocuted						
2	Building adjacent to Plot No.S-56, Kh.No.81, Gurudwara Road, Hargovind Enclave, Rajpur Khurd, ND-68 Mr. Rehman (Age 35-40 Yrs)	29.11.2024 @ 10.30 pm	O&M - Division Saket	Fatal Public	A complaint was received at BRPL's complaint centre at 12.35PM on 30.11.2024, through a call from the police, reporting an unfortunate fatal accident that occurred on 29.11.2024 at around 10.30 PM. The incident was recorded by Mr.Munna, Supervisor BRPL. Lineman Mr.Ranjit & Mr.Rajesh alongwith Supervisor Mr.Munna was immediately deputed to investigate the site. It was learnt that the victim, Mr.Rehman was allegedly attempting to illegally shift / modify the BRPL electricity network by installing a projection at an under-construction, unauthorised building adjacent to Plot No.S-56, Kh.No.81, Gurudwara Road, Hargovind Enclave, Rajpur Khurd, New Delhi. During this activity, he suffered a fatal electrocution.						

Format III:

Month : NOV 2024

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.			9862	9862	9807	55	9862	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			5516	5516	5509	7	5516	0
3	Continuous power supply failure requiring replacement of distribution transformer.			3	3	3	0	3	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			5403	5403	5370	33	5403	0
5	Continuous Scheduled Power Outage			816	816	816	0	816	0
6	Replacement of Burnt Meter or Stolen Meter		47	1626	1673	1496	8	1504	169



## FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Nov-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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	3392	1810	5202	1345	839	2184	3018
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	1179	4390	5569	2871	1613	4484	1085
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	338	1649	1987	1041	624	1665	322
Complaint lodged for stolen meter		4	19	23	9	9	18	5

**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: Nov-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
New Connection where no RoW or road Cutting permission is required	7 days	5907	12507	18414	13752	0	13752	4662
New Connection where RoW or road Cutting permission is required	15 days	3206	6296	9502	6937	220	7157	2345
New Connection where no RoW or road Cutting permission is required	7 days	144	181	325	113	67	180	145
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: Nov-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: Nov-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 IX: Transfer of Consumer's connection and conversion of services.**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Nov-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
<b>Transfer of Name</b>	Within two billing cycles of acceptance of application or clearing of dues whichever is later	910	4,199	5,109	5,039	0	5,039	70
<b>Load Reduction</b>	Within ten days of acceptance of application, shall be effective from next billing cycle	87	452	539	523	15	538	1
<b>Change of Category</b>	As per Regulation 17 (5)	171	303	474	136	96	232	242
<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:** Nov-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
Complaints on billing	Only one bill in a Financial Year	803	244	1,047	156	26	182	865
Final bill for vacation of premises /	5 days	37	180	217	185	9	194	23
Non payment of dues by the	15 days	0	23	23	22	0	22	1
Request for reconnection	24hrs	98	1,178	1,276	953	160	1,113	163
Consumer wanting disconnection	5 days	776	4,815	5,591	3,192	1,590	4,782	809

**FORMAT XI: Failure of Distribution Transformer**

**Name of Company:** BSES RAJDHANI POWER LIMITED.  
**Period of Report:** Nov-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)%
8540	25	8565	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:** Nov-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)%
276	2	278	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

FORMAT - XIII: Month : NOV 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	
1	<b>Power Supply Failure</b>					
(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.		9862	9807	55	99.44%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		5516	5509	7	99.87%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		3	3	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		5403	5370	33	99.39%
(v)	Continuous scheduled power outages		816	816	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1673	1496	8	99.47%
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch		07H:04M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		3735	3728	7	99.81%
<b>Reliability Indices</b>						<b>Remark</b>
4	SAIFI		0.082			
	SAIDI		0.061			
	CAIDI		0.744			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

**FORMAT XIV: Compensation Details**

Name of Company: **BSES RAJDHANI POWER LIMITED.**  
 Period of Report: Nov-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:** Nov-24

**Year:** 2024

<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>
34	81	0	2	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity**

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

**Period of Report:** Nov-24

**Year:** 2024

<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>
1515	144	5	1	4
0	0	0	0	0