

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

Name of Company:	BRPL
Period of Report:	Feb
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)



FORMAT-III

Month : FEB 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.			10818	10818	10781	37	10818	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			3284	3284	3277	7	3284	0
3	Continuous power supply failure requiring replacement of distribution transformer.			0	0	0	0	0	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			5215	5215	5193	22	5215	0
5	Continuous Scheduled Power Outage			603	603	603	0	603	0
6	Replacement of Burnt Meter or Stolen Meter		71	1319	1390	1329	5	1334	43



## FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.  
 Period of Report: Feb-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	2090	1740	3830	1081	257	1338	2492
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	908	3342	4250	2519	1046	3565	685
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	291	1413	1704	967	475	1442	262
Complaint lodged for stolen meter		7	36	43	29	12	41	2

## 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: Feb-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	4880	8873	13753	12176	0	12176	1577
New Connection where RoW or road Cutting permission is required	15 days	4305	6338	10643	9306	155	9461	1182
New Connection where no RoW or road Cutting permission is required	7 days	59	230	289	121	24	145	144
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: Feb-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: Feb-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:** Feb-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	598	4,381	4,979	4,886	0	4,886	93
<b>Load Reduction</b>	Within ten days of acceptance of application, shall be effective from next billing cycle	49	390	439	437	0	437	2
<b>Change of Category</b>	As per Regulation 17 (5)	107	275	382	184	37	221	161
<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:** Feb-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	742	150	892	75	4	79	813
Final bill for vacation of premises /	5 days	20	133	153	140	1	141	12
Non payment of dues by the	15 days	1	7	8	7	0	7	1
Request for reconnection	24hrs	246	1,579	1,825	1,098	425	1,523	302
Consumer wanting disconnection	5 days	852	5,282	6,134	3,177	1,960	5,137	997

**FORMAT XI: Failure of Distribution Transformer**

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

**Period of Report:** Feb-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	29	8599	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:** Feb-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 : FEB 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	<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.		10818	10781	37	99.66%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		3284	3277	7	99.79%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		0	0	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		5215	5193	22	99.58%
(v)	Continuous scheduled power outages		603	603	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1390	1329	5	99.63%
<b>Period of scheduled outage</b>						
2	Maximum duration in a single stretch		07H : 57M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		3411	3385	26	99.24%
<b>Reliability Indices</b>						<b>Remark</b>
4	SAIFI		0.139			
	SAIDI		0.094			
	CAIDI		0.680			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

**FORMAT XIV: Compensation Details**

Name of Company: **BSES RAJDHANI POWER LIMITED.**  
 Period of Report: Feb-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:** Feb-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>
11	28	0	0	0
0	0	0	0	0

**FORMAT XVI: Theft of Electricity**

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

**Period of Report:** Feb-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>
179	1	2	1	1
0	0	0	0	0