

FORMAT I: Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Sep-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	2	0	0	0	4	8	2	6

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-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	Near C-113, Sanjay Colony, Bhati Mines Area Saket-Rural Divn. Master Ashan, Age 12 Yrs, S/o Shri Prem Chand	4.09.2024 @ 2.00PM	O&M-Saket (Rural)	Fatal Public	At about 4.00PM the SDO of the area Shri Ajay Yadav came to know about an incident in which a boy of age 12 years got electrocuted when he came in contact with steel support pole of S/L. On this pole, 4/5 service lines are supported. As per information collected from Police Post Bhati Mines, P.S. Maidan Garhi, South District, yesterday (4.09.2024) at about 2.00 PM one boy namely Ashan S/o Sh.Prem Chand R/o H.No.C-86, Sanjay Colony, Bhati Mines, Near Chidiya Ghar, who was passing from near the electric pole, came into the contact of electric current and died.						
2	C-11, J.J. Colony, Sector 15, Bharat Vihar, Kakrola, New Delhi-78. Mr.Atul & Mr.Devender	16.09.2024 @ 10.20PM	O&M-Dwarka	Fatal Public	On 16.09.24, at approximately 10:20 P.M., the load from BRPL Feeder No. 736 EWS and the EROS Metro Mall feeder suddenly disappeared. Upon receiving this alert, TO Mr.Jagdeesh immediately informed Lineman Sonu Kumar and ALM Dileep to address the issue and restore the power supply. The team arrived on-site, and conducted a thorough patrol, but found no visible issues. They successfully restored the supply by repairing a tripped fuse. After completing the restoration, the team proceeded to the Second Switching Station at EROS METRO MALL FEEDER, for further inspection. While patrolling, they were informed by a crowd at the site of an incident wherein two individuals had been electrocuted by the 11 KV overhead conductor connected running from the feeder 736 EWS to EROS Metro Mall feeder. The electrocution victims were immediately taken to Indira Gandhi Hospital in Sector 9, Dwarka. Witnesses stated that one individual, later identified as Mr. Atul, was declared deceased, while the other, Mr. Devender, was discharged after receiving treatment at the hospital. During the site inspection on the morning of 17.09.24, the house owner, Mr. Abdul, confirmed that one of the victims was indeed identified as Atul and reported that the deceased, along with two other individuals, had been sitting on a window ledge. All three were reportedly intoxicated by consumption of alcohol. Under the influence of alcohol, the deceased, Mr. Atul, deliberately touched the 11 KV overhead conductor, which ran dangerously close to the window of the house where the incident occurred.						

FORMAT III: Action taken report for safety measures complied for the accidents occurred							Month : September 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	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.			26893	26893	26481	412	26893	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			14103	14103	13867	236	14103	0
3	Continuous power supply failure requiring replacement of distribution transformer.			4	4	4	0	4	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			7192	7192	6923	269	7192	0
5	Continuous Scheduled Power Outage			1331	1331	1331	0	1331	0
6	Replacement of Burnt Meter or Stolen Meter		163	2418	2581	2434	0	2434	147

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: Sep-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	4090	3398	7488	2676	927	3603	3885
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	1035	4516	5551	3340	1227	4567	984
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	592	2474	3066	1734	905	2639	427
Complaint lodged for stolen meter		4	35	39	24	12	36	3

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: Sep-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	5557	15208	20765	14550	0	14550	6215
New Connection where RoW or road Cutting permission is required	15 days	3850	9040	12890	9457	182	9639	3251
New Connection where no RoW or road Cutting permission is required	7 days	91	288	379	141	106	247	132
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-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: Sep-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: Sep-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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	1,191	5,198	6,389	6,022	0	6,022	367
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	104	532	636	601	35	636	0
Change of Category	As per Regulation 17 (5)	133	420	553	235	157	392	161
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-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	579	413	992	303	25	328	664
Final bill for vacation of premises /	5 days	46	329	375	332	5	337	38
Non payment of dues by the	15 days	1	19	20	19	0	19	1
Request for reconnection	24hrs	129	1,168	1,297	929	203	1,132	165
Consumer wanting disconnection	5 days	765	4,195	4,960	2,670	1,577	4,247	713

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-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)%
8484	10	8494	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-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	0	276	0	0.00%
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

FORMAT XIII: Summary of Overall Standards of Performance.						Month : September 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	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.		26893	26481	412	98.47%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		14103	13867	236	98.33%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		4	4	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		7192	6923	269	96.26%
(v)	Continuous scheduled power outages		1331	1331	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		2581	2434	0	100.00%
Period of scheduled outage						
2	Maximum duration in a single stretch		07H:45M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		9140	9117	23	99.75%
Reliability Indices						Remark
4	SAIFI		0.304			
	SAIDI		0.171			
	CAIDI		0.565			
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-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: Sep-24

Year: 2024

No. of Cases Booked	No. of Cases where UUE is established by the Licensee	No. of cases when the consumer bef
85	110	C
0	0	C

re appeal filed by ore 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
)	3	0
)	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Sep-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
1532	102	4	0	4
0	0	0	0	0