

Fatal and non-fatal accident report

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

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: Aug-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	R-2/66, Nand Lal Mandir Road, Mohan Garden, New Delhi	4.08.2024 @ 12.46 Hrs	O&M - Division Mohan Garden	Non-Fatal	On 04.08.2024, a message was received by TO at about 12.46 Hrs with regard to an electrocution matter. The Breakdown team reached at site at 13.00 Hrs. The details of the feeder are as follows : "Sub-Division Vipin Garden, Hastsaal Grid 11KV feeder outgoing Rahul Chowk" When the team reached at site, they saw that HVDS fuse was blown at R-2/66, Nand Lal Mandir Road, Mohan Garden location. By the time, breakdown team reached the site for restoration of supply, few materials related to cable TV operator like full bundle of unauthorised cable TV wire was though lying at site but none was available.						
2	Near B-20/1, Okhla Industrial Area Phase-2 Market / Sub-station	10.08.2024 @ 09.40PM	O&M - Division Nehru Place	Non-Fatal	On 10.08.2024 at about 09.40 PM, a person named Aman called the local complaint centre Okhla from his mobile number 9560865940 and informed that someone has been electrocuted nearby B-20/1, Okhla Industrial Area Phase-2 Market / sub-station. Immediately a Lineman was deputed who went to the site and confirmed that the injured person has been taken to hospital by the public. As per sequence of events as could be gathered later on, it also came to notice that someone from the roof-top of his house had tried to throw a bunch of cables which accidentally touched the top-most phase of 11KV overhead feeder named Shed No.8, Scheme-3, from Okhla Phase-2 grid and during this process, the other end of the cable bunch having conducting material incidentally touched a road-side burger seller namely Shri Kallu S/o Shri Govardhan Prasad, aged 28 years R/o S-16/223, Sanjay Colony Part-2.						

FORMAT III: Action taken report for safety measures complied for the accidents occurred						Month : August 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.		0	29745	29745	29147	598	29745	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		0	15122	15122	14725	397	15122	0
3	Continuous power supply failure requiring replacement of distribution transformer.		0	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)		0	20056	20056	19472	584	20056	0
5	Continuous Scheduled Power Outage		0	184	184	184	0	184	0
6	Replacement of Burnt Meter or Stolen Meter		221	2981	3202	3032	7	3039	163

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Aug

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	4577	4220	8797	3371	1331	4702	4095
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	1346	3911	5257	2471	1751	4222	1035
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	733	3035	3768	1633	1546	3179	589
Complaint lodged for stolen meter		14	26	40	21	15	36	4

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

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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	5157	11404	16561	10426	501	10927	5634
New Connection where RoW or road Cutting permission is required	15 days	2940	7207	10147	5765	1	5766	4381
New Connection where no RoW or road Cutting permission is required	7 days	119	264	383	185	108	293	90
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.

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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

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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 X: Complaints about consumer's bills, disconnection, reconnection of supply.

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	563	523	1,086	465	25	490	596
Final bill for vacation of premises /	5 days	67	343	410	361	3	364	46
Non payment of dues by the	15 days	2	26	28	27	0	27	1
Request for reconnection	24hrs	219	996	1,215	754	332	1,086	129
Consumer wanting disconnection	5 days	827	4,287	5,114	2,548	1,801	4,349	765

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Aug-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:** Aug-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 : August 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.		29745	29147	598	97.99%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		15122	14725	397	97.37%
(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		20056	19472	584	97.09%
(v)	Continuous scheduled power outages		184	184	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		3202	3032	7	99.77%
Period of scheduled outage						
2	Maximum duration in a single stretch		07H:34M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		8829	8797	32	99.64%
Reliability Indices						Remark
4	SAIFI		0.231			
	SAIDI		0.142			
	CAIDI		0.616			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
 Period of Report: Aug
 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

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Period of Report: Aug

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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
157	162	4	5	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Aug

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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
1269	146	3	2	1
0	0	0	0	0