

Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Jul-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	2	1	1	1	0	4	6	2	4

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:	Jul-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	Report submitted by
1	H. No. B-55 Madanpur Khadar Extension Gali No 1 Div Sarita Vihar,-Ms. Kareena, Ms. Devika	06.07.2024 @ 2.30 PM	Non-Fatal	Two female children, aged 14 and 7 years, received electric shocks. The older child sustained burns amounting to 20-30%, while the younger child was less severely injured. The incident occurred due to the children's actions, which led to the electric shock.						
2	Pole located at the corner of Plot No-36 and 37, S block, Mohan Garden- Mr. Ram Nawal	13.07.2024 @ 09:39 Hours	Non-Fatal	09:15 AM, Ms. Uravshi Mathur, a resident of S-54, Second Floor, Front Right-Hand Side, Flat No-01, Block-S, Mohan Garden, Uttam Nagar, filed a no-current complaint at the Vipin Garden complaint center.Mr. Bijender, the telephone operator, assigned the complaint to Mr. Ram Nawal, Lineman of the Vipin Garden Sub-Division. Mr. Ram Nawal, accompanied by Mr. Giriraj Meena, Assistant Lineman, arrived at the site around 09:20 AM. During their patrol of the nearby HVDS network, Mr. Ram Nawal discovered a blown fuse on the HVDS transformer located at the corner of Plot No-36 and 37, S Block, Mohan Garden. This transformer was being charged by the 11kV Tiranga Chowk Feeder from the associated substation 1S-DL-RP-WTC-DMGN-2703-HVD051, known as Bharat Ghar HVDS S-Block. Another supply from the 11kV Tiranga Chowk Feeder from substation 1S-DL-RP-WTC-DMGN-2703-HVD032, known as S-Block HVDS near Gandhi Chowk, was also present on the pole for back-feeding purposes.Supply was then disconnected from the 11kV Tiranga Chowk Feeder at the Bharat Ghar HVDS S-Block substation only, and Mr. Giriraj Meena was requested to monitor the substation.According to bystanders, around 09:35 AM, Mr. Ram Nawal climbed the pole to reconnect the fuse. While working, he lost his balance and is suspected to have come into contact with a live supply, resulting in electrocution. He immediately fell from the pole, sustaining major injuries to his head and hands. It was later discovered that Mr. Ram Nawal had not disconnected the 11kV Tiranga Chowk Feeder at the S-Block HVDS substation near Gandhi Chowk, which was also present on the pole for back-feeding purposes, and this appears to be the cause of the incident. Additionally, it was observed that he neglected safety protocols, such as wearing a PPE kit and utilizing other safety equipment.Mr. Giriraj Meena, present at substation 1S-DL-RP-WTC-DMGN-2703-HVD051, rushed to the pole and found Mr. Ram Nawal unconscious on the road. With the help of nearby residents, Mr. Giriraj Meena transported Mr. Ram Nawal to Tarak Hospital in Dwarka Mor for initial first aid. Subsequently, Mr. Ram Nawal was admitted to ESI Hospital Basaidharapur around 10:30 AM. By 02:00 PM, he was referred to a multi-specialty hospital and taken to Ayushman Hospital around 03:30 PM. Unfortunately, Mr. Ram Nawal was declared dead at Ayushman Hospital at approximately 05:40 PM.						
3	PLOT NO-52A,KH NO-4/18 GALI NO-4,A-BLOCK, PREM VIHAR, GHASI PURA NAJAFGARH NEW DELHI 110043- Sh. Hemant	13.07.2024 @ 10:40 hours	Fatal	A non-fatal accident occurred on the 66KV Najafgarh to Nangloi circuit in the Prem Vihar area, at a house between towers 11 and 12, on 13.07.2024 at 10:40 hrs. A Delhi Police officer came into close proximity with the conductor and was electrocuted. He has now been shifted to Safdarjung Hospital. According to the public, the Delhi Police officer was investigating a theft case and during the investigation, came into contact with the 66 KV conductor. As gathered by our EHV team from the concerned Police IO, the officer sustained approximately 60% burns and has been shifted to the AIIMS Trauma Center.						
4	Mr Devinder singh- K-1st 18, Sangam Vihar	24.07.2024 @ 03:48 PM	Non-Fatal	A complaint of no current was received from the CM house at Address K-1/18/820 at 03:18 PM. The T.O. on duty allocated the complaint to the area lineman, Mr. Devinder Singh, who visited the site and found a burnt socket on the 3-phase line on the HVDS pole. In the meantime, he climbed the HVDS pole and tied himself to the pole with a rope. While discharging the line, he was flashed. Currently, no external injuries are observed on his body, but he became unconscious on the pole, untied himself from the rope, and fell down from the pole. His helper, upon learning about the incident, called the TO and SDO, and Mr. Singh was taken to BATRA HOSPITAL for further necessary treatment.						
5	Near Honey Money Top and s/stn Pilanji Tamoor Nagar, Kalindi colony complaint center, Div. NFC.	28.07.2024 @10.45 PM	Fatal	This accident occurred due to leakage of current from U/G LT cable. In this accident, 2 cow and 1 Bull have death on the spot. This LT feeder coming from Pilanji s/stn and going to the pole in front of Honey Money Top. On this LT pole , Cable Earthing not found.						

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

Month : July 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.			40786	40786	38680	2106	40786	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			15888	15888	15033	855	15888	0
3	Continuous power supply failure requiring replacement of distribution transformer.			7	7	7	0	7	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			22370	22370	20581	1789	22370	0
5	Continuous Scheduled Power Outage			5	5	5	0	5	0
6	Replacement of Burnt Meter or Stolen Meter		431	3927	4358	4025	112	4137	221

FORMAT V: Complaint about meters

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
Complaint lodged for accuracy test of meter-Fast	Within fifteen days	3304	409	3713	178	6	184	3529
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	830	213	1043	98	94	192	851
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	1144	185	1329	109	121	230	1099
Complaint lodged for stolen meter		8	1	9	2	1	3	6

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: Jul-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	1339	20139	21478	19432	148	19580	1898
New Connection where RoW or road Cutting permission is required	15 days	45	198	243	208	0	208	35
New Connection where no RoW or road Cutting permission is required	7 days	49	393	442	390	14	404	38
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: Jul-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: Jul-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: Jul-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	0	5,103	5,103	5,103	0	5,103	0
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	0	551	551	551	0	551	0
Change of Category	As per Regulation 17 (5)	43	473	516	467	10	477	39
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.

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Period of Report: Jul-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	539	27	566	27	0	27	539
Final bill for vacation of premises /	5 days	102	24	126	24	0	24	102
Non payment of dues by the	15 days	4	0	4	0	0	0	4
Request for reconnection	24hrs	140	27	167	36	34	70	97
Consumer wanting disconnection	5 days	843	226	1,069	166	98	264	805

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-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	20	8484	22	25.93%
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 XI | Failure of Power Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Jul-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	3	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 : July 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.		40786	38680	2106	94.84%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		15888	15033	855	94.62%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		7	7	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		22370	20581	1789	92.00%
(v)	Continuous scheduled power outages		5	5	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		4358	4025	112	97.32%
Period of scheduled outage						
2	Maximum duration in a single stretch		05H:15M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		7070	7056	14	99.80%
Reliability Indices						Remark
4	SAIFI		0.307			
	SAIDI		0.201			
	CAIDI		0.656			
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
 Period of Report: Jul-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: Jul-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
170	151	4	4	3
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: Jul-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
2185	292	5	0	5
0	0	0	0	0