

Fatal and non-fatal accident report

Name of Company: BRPL
Period of Report: May-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	1	2	0	0	5	1	3

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

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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	Brij Vihar Colony Paprawat village, Div-NJF & Subdiv.-Jhatikra-More	06.05.24 @ 13.00 hrs.	Fatal	Complaint for No power on pole no. NJF ZE66 was received in Jhatikra More CC. On site fuse of HVDS DT was found blown & construction of house near pole was in progress. Police arrived and informed that few hrs. ago labour working plastering of wall was electrocuted.	0	0	0	After taking proper shut down fuse was installed on HVDS DT.	0	SD(O&M)NJF Jhatikra More
2	Avenue 9 road, towards Ghitorni Village (Dumping ground, CPWD) Vasant Kunj, New Delhi-110070	14.05.2024 around 08.49 hrs.	Fatal - 3 Buffaloes	Information gathered at the site indicated an ongoing dispute between two groups: the Buffalos owner, Sh Kalu and the caretaker Sh. Vinod Yadav of the CPWD dump yard. They had previously clashed over the Buffaloes bathing in the water, resulting in a significant altercation 15 days earlier. Following the incident, the parties engaged in another physical confrontation. The Buffalo owner accused the CPWD caretaker of intentionally breaking the LT circuit to harm his Buffaloes. The altercation was severe enough to require Police intervention. Strangely, further investigation also revealed a broken insulator of same phase from the LT circuit laying on the ground, which indicated unnatural cause of the incident. Given the circumstances, foul play is suspected in the breaking of LT conductor, and further investigation is warranted. A formal Police complaint has already been made.	0	0	0	On 14.05.2024 around 08:49 A.M, a complaint was received reporting a power outage. A team including a lineman, was immediately dispatched. Upon arrival at the substation, the lineman switched off the ACB and began patrolling the area. 2. During the patrol around the LT circuit, the lineman discovered a broken LT conductor that had fallen into a water filled area. 3. Three Buffaloes were found submerged in the water filled area.	0	(O&M) VKJ(U) Divn.

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

Month : May 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	82074	82074	70672	11402	82074	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		0	24101	24101	21659	2442	24101	0
3	Continuous power supply failure requiring replacement of distribution transformer.		0	5	5	5	0	5	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)		0	39678	39678	39170	508	39678	0
5	Continuous Scheduled Power Outage		0	80	80	80	0	80	0
6	Replacement of Burnt Meter or Stolen Meter		100	3226	3326	2816	34	2850	476

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	604	1,914	2,518	1,391	233	1,624	894
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	428	2,373	2,801	1,344	842	2,186	615
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	324	3,259	3,583	1,758	942	2,700	883
Complaint lodged for stolen meter		11	39	50	33	11	44	6

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	915	26,304	27,219	26,342	44	26,386	833
New Connection where RoW or road Cutting permission is required	15 days	16	195	211	198	0	198	13
New Connection where no RoW or road Cutting permission is required	7 days	47	517	564	492	22	514	50
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 IX: Transfer of Consumer's connection and conversion of services.

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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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	0	4,914	4,914	4,908	0	4,908	6
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	0	633	633	633	0	633	0
Change of Category	As per Regulation 17 (5)	68	567	635	563	23	586	49
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 XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
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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	15	8479	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.
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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 : May 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.		82074	70672	11402	86.11%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		24101	21659	2442	89.87%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		5	5	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		39678	39170	508	98.72%
(v)	Continuous scheduled power outages		80	80	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		3326	2816	34	98.80%
Period of scheduled outage						
2	Maximum duration in a single stretch		07H:07M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		3454	3452	2	99.94%
Reliability Indices						Remark
4	SAIFI	0.394				
	SAIDI	0.233				
	CAIDI	0.592				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: BSES RAJDHANI POWER LIMITED.
 Period of Report: May-24
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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.
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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
226	115	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: BSES RAJDHANI POWER LIMITED.

Period of Report: May-24

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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
2909	283	2	0	2
0	0	0	0	0