Fatal and non-fatal accident report

Name of Company:	BRPL
Period of Report:	Oct-26
Year:	2026-27

Number of Accidents during the month					**Cumulative since**		**Cumulative since starting of**		
Departmental		**Outside**			**Departmental**		**Outside**		
FH	**NFH**	**FH**	**FA**	**NFH**	**FH**	**NFH**	**FH**	**FA**	**NFH**
0	0	1	0	1	0	2	8	0	13

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:	Oct-26
Year:	2026-27

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 compen-sation
1	Chhath Park, Kanwar Singh Nagar, Nangloi, ND-41 None (NA)	10.10.26 @ 14.19 Hrs	EHV West	Non-Fatal	On 10.10.2026 at 14:19 hours, a tripping event was recorded on the 66 kV Nilothi–Nangloi transmission line. During subsequent patrolling, breakdown team noticed a fire incident involving a tent erected for a Ram Leela event at Chhath Park, Kanwar Singh Nagar, Nangloi, between Tower Nos. 37 and 38. The preliminary information gathered from persons present at the site remains unverified and could not be independently corroborated. It was reported that an electrician, while undertaking the lighting work for the event, threw a wire towards the 66 kV transmission line. During this activity, the wire might have come close to the bottom conductor of the aforesaid transmission line, resulting in an electrical flashover, following which the tent also caught fire. It is pertinent to mention that the tent has been erected without authorization in close proximity to the transmission line. Further, no person present at the site, including the committee members, reportedly has sustained any injury. Accordingly, the alleged non-fatal electrical accident and any injury to an individual remain unconfirmed.					
2	20/5 Shiv Vihar, Vikas Nagar, New Delhi 110059 Mrs. Urmila W/o Mr. Deepak	17.10.2026 @ 07.19 Hrs	EHV West	Fatal Public	On 17.10.2026, at approximately 07:19 hours, a tripping event was recorded on BRPL's 66 kV Najafgarh–Bodella Circuit-I transmission line. Subsequently, a PCR call was received at the BRPL Complaint Centre regarding an alleged electric shock incident involving a lady at Shiv Vihar. Upon receipt of the information, a BRPL team immediately proceeded to the site to ascertain the circumstances of the incident and inspect the associated electrical network. During the preliminary inspection, the incident was located in the vicinity of Tower Nos. 23 and 24 of the aforesaid 66 kV transmission line. As per the preliminary information obtained from the bystanders, Mrs. Urmila, wife of Mr. Deepak, reportedly sustained an electric shock on the first floor of the premises while undertaking a household activity beneath the live 66 kV transmission line. However, the persons present at the site were unable to clarify the precise activity being performed by her or the events leading to the incident. During the preliminary site inspection, flashover marks were observed on the bottom conductor of the aforesaid 66 kV transmission line, the metallic staircase on the first floor, and two plastic pipes, one blue (flexible) and the other white, associated with the water outlet of the tank installed on the terrace above the first floor. It seems probable that the lady may have thrown one of the plastic flexible pipes towards the terrace from the top of the staircase, resulting in the flexible pipe coming into proximity with the bottom conductor of the live 66 kV line and causing an electrical flashover, following which she reportedly suffered an unfortunate electric shock.					

	Annexure-III					Month : Oct 2026			
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		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.			10986	10986	10975	11	10986	0
2	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.			12134	12134	12125	9	12134	0
3	Continuous power supply failure requiring replacement of distribution transformer.			2	2	2	0	2	0
4	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)			9674	9674	9660	14	9674	0
5	Continuous Schduled Power Outage			1772	1772	1772	0	1772	0
6	Replacement of Burnt Meter or Stolen Meter		96	1825	1921	1671	143	1814	107

FORMAT IV: Quality of Power Supply

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-26
Year: 2026

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=5-8
Local Problem	<2 Hour	0	344	344	344	0	344	0
Tap setting of transformer	0	0	0	0	0	0	0	0
Repair of Distribution Line/transformer/ capacitor	0	0	0	0	0	0	0	0
Installation and Up gradation of High Tension/ Low Tension System	0	0	0	0	0	0	0	0

FORMAT V: Complaint about meters

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-26
Year: 2026

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	1,204	1,372	2,576	1,459	466	1,925	651
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	820	2,293	3,113	1,428	913	2,341	772
Complaint lodged for burnt meter	Restoration of supply with 3hrs and meter	380	1,974	2,354	281	1,691	1,972	382
Complaint lodged for stolen meter		15	39	54	14	19	33	21

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

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-26
Year: 2026

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	9,865	22,380	32,245	8,542	102	8,644	23,601
New Connection where RoW or road Cutting permission is required	15 days	2,686	3,377	6,063	455	0	455	5,608
New Connection where no RoW or road Cutting permission is required	7 days	121	365	486	116	3	119	367
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: Oct-26
Year: 2026

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 distribtion 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: Oct-26
Year: 2026

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: Oct-26
Year: 2026

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	260	8,376	8,636	6,269	0	6,269	2,367
Load Reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	1	381	382	352	0	352	30
Change of Category	As per Regulation 17 (5)	105	369	474	61	11	72	402
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: Oct-26
Year: 2026

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	1,553	634	2,187	402	36	438	1,749
Final bill for vacation of premises /	5 days	8	77	85	74	1	75	10
Non payment of dues by the	15 days	2	19	21	20	1	21	0
Request for reconnection	24hrs	135	1,150	1,285	712	412	1,124	161
Consumer wanting disconnection	5 days	1,771	5,334	7,105	2,763	2,997	5,760	1,345

FORMAT XI: Failure of Distribution Transformer

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Oct-26
Year: 2026

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	0	5=(4)*100/(3)%
8877	30	8907	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: Oct-26
Year: 2026

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)%
299	2	301	0	0
0	0	0	0	0
0	0	0	0	0
0	0	0	0	0

Annexure-XIII					Month : Oct 2026	
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.		10986	10975	11	99.90%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		12134	12125	9	99.93%
(iii)	Continuous power supply failure requiring replacement of distribution transformer.		2	2	0	100.00%
(iv)	Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii) above		9674	9660	14	99.86%
(v)	Continuous scheduled power outages		1772	1772	0	100.00%
(vi)	Replacement of burnt meter or stolen meter		1921	1671	143	92.50%
			``			
2	Maximum duration in a single stretch		06 H : 20 M			
	Restoration of supply by 6:00 PM		ALL	ALL	NIL	100.00%
3	Faults in street light maintained by the Licensee		532	531	1	99.81%
	Reliability Indices					Remark
4	SAIFI	0.151				
	SAIDI	0.099				
	CAIDI	0.655				
5	Frequency variation					
6	Voltage imbalance					
7	Percentage billing mistakes					

FORMAT XIV: Compensation Details

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Oct-26
Year: 2026

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: Oct-26
Year: 2026

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
128	130	0	0	0
0	0	0	0	0

FORMAT XVI: Theft of Electricity

Name of Company: **BSES RAJDHANI POWER LIMITED.**
Period of Report: Oct-26
Year: 2026

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
403	230	11	9	2
0	0	0	0	0