

Failure of Distribution Transformer					Format-XI
<b>Name of Company</b>		<b>BSES Yamuna Power Ltd, Delhi</b>			
<b>Period of Report</b>		<b>November</b>			
<b>Year</b>		<b>2025</b>			
<b>No. of Distribution Transformers at the Beginning of the Month</b>	<b>No. of Distribution Transformers Added During the Month</b>	<b>Total number of Distribution Transformers</b>	<b>Number of Distribution Transformers Failed</b>	<b>% Failure rate of Distribution Transformers</b>	
<b>1</b>	<b>2</b>	<b>3=1+2</b>	<b>4</b>	<b>5=(4)*100/(3)%</b>	
4077	5	4082	2	0.05	

BYPL Failure of Power Transformer

Month	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)%
Nov-25	170	0	170	0	0.0%

### Summary of Overall Standards of Performance:-November-2025

Sr No	Service Area	Overall Standards of Performance	Total Cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)%
				Within Specified Time	Beyond specified time	
<b>1</b>	<b>Power Supply Failure</b>					
(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.	At least 95% calls received should be rectified within prescribed time limits	18265	18084	129	99.01%
(ii)	Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.		77	75	2	97.40%
(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	At least 95% calls received should be rectified within prescribed time limits	20	20	0	100.00%
(v)	Continuous scheduled power outages	At least 95% of cases resolved within time limit	721	721	0	100.00%
(vi)	Replacement of burnt meter or stolen Meter		916	916	0	100.00%
<b>Period of Scheduled Outage</b>						
2	Maximum duration in a single stretch	At least 95% of cases resolved within time limit	721	721	0	100.00%
	Restoration of supply by 6:00 PM		721	721	0	100.00%
3	Faults in street light maintained by the Licensee	At least 90% cases should be complied within prescribed time limits	1090	1073	17	98.44%
<b>Reliability Indices</b>						
4	SAIFI	To be laid down by the Commission based on SAIDI the targets proposed by the Licensees.	0.06			
	SAIDI		0.04			
	CAIDI		0.64			
5	Frequency variation	To maintain supply frequency within range as per IEGC.				
6	Voltage imbalance	Maximum of 3% at point of commencement of supply		No. of Bills Served	Bills with Mistakes	
7	Percentage billing mistakes	Shall not exceed 0.2%		2074977	57	0.003%

Format XIV

Sl. No.	Event	Compensation specified for violation of standard	Claimed		Payable/Paid		Amount of compensation payable in (Rs.)	Amount of compensation paid in (Rs.)
			No. of cases	Amount Claimed	No. of cases in which compensation is payable			
No. of case	Amount claimed		No. of cases	Amount Claimed	No. of cases in which compensation is payable			
1	Electricity Connections		0	0	0		0	0
(i)	Electrified Areas		0	0	0		0	0
(ii)	Augmentation Required		0	0	0		0	0
(iii)	Un-electrified Areas		0	0	0		0	0
(iv)	Connection denied after receipt of payment against demand note		0	0	0		0	0
(v)	Connection energized through loop		0	0	0		0	0
2	Transfer of Name		0	0	0		0	0
3	Load Reduction		0	0	0		0	0
4	Notice for downward revision of load		0	0	0		0	0
5	Change of category		0	0	0		0	0
6	Complaints in billing		0	0	0		0	0
7	Replacement of meters		0	0	0		0	0
8	Fault in street light maintained by the Licensee		0	0	0		0	0
9	Voltage fluctuations and complaints		0	0	0		0	0
10	Power Supply Failure		0	0	0		0	0
11	<b>Total</b>		0	0	0		0	0

## Unauthorised Use of Electricity

Name of Company: BYPL

Period of Report: Nov-25

Year: 2025-26

Period	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 Authority	No. of cases decided by the Appellate Authority in favour in the Licensee	No. of cases decided by the Appellate Authority in favour in the consumer
Nov-25	452	532	0	0	0

## Theft of Electricity

Name of Company: BYPL

Period of Report: Nov-25

Year: 2025-26

Period	No. of cases booked	No. of cases billed	No. of complaints filed b the Licensee in Police Station	No. of cases in which judgement delivered by Special Court	No. of cases decided by the Special Court in favour of Licensee	No. of cases decided by the Special Court in favour of consumer
Nov-25	482	397	103	65	65	0

**Format II**

Action taken report for safety measures complied for the accidents occurred

Name of Company: BSES YAMUNA POWER LTD, NEW DELHI

Period of Report: Nov' 2025

Year: 2025

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
1	A no supply complaint was received at 12:11 AM. On-site inspection revealed that sewer digging work by SKV School had damaged a 4*300 sqmm LT cable belonging to BYPL. As per local residents, a laborer suffered a flash injury during the incident.	06.04.2025	Public (Non-Fatal)	Based on site inspection, probable cause is Interference with BYPL network	Report awaited	Will be taken based on EI report if applicable.	NA, as report from EI is awaited	NA	NA
2	"Current leakage complaint received through IOMS and assigned to Yogender(Linemen)at 03:26PM.Both supply was disconnected from A-2 pocket and PWD street light from A-1 Pocket mayur Vihar phase-3 respectively on 03:48 PM dated 09/08/2025. People present on the spot told lineman that a man who is around 40 years old fainted while he was going in the water. "	09.08.2025	Public (Fatal)	Based on site inspection, probable cause is unknown	Report awaited	Will be taken based on EI report if applicable.	NA, as report from EI is awaited	NA	NA
3	While attending a PCR call, it came to notice that cable operator person got burnt when he touched live CT/PT unit at Ram Mohalla DP when tightening his network wire.	12.08.2025	Public (Fatal)	Based on site inspection, probable cause is Interference with BYPL network	Report awaited	Will be taken based on EI report if applicable.	NA, as report from EI is awaited	NA	NA
4	On 20th August 2025 at 14:49 Hrs, 400 KV Harsh Vihar – 66 KV Nand Nagri Ckt 1 tripped (Breakdown ID: B20082500014). Later, Smt. Pooja was electrocuted on the rooftop of a nearby building at Sunder Nagri due to low clearance (<1 m) from the 66 KV line. She sustained 60–70% burns and head injury (non-fatal) and is under treatment at GTB Hospital. The building violated CERC/DERC safety norms	20.08.2025	Public (Non-Fatal)	Based on site inspection, probable cause is Interference with BYPL network	Report awaited	Will be taken based on EI report if applicable.	NA, as report from EI is awaited	NA	NA
5	Electrocution of 3 nos. cows from street light pole at central verge road below pink line metro viaduct pillar no. 10, opposite karkardooma village, Delhi	29.08.2025	Animal (Fatal)	Based on site inspection, probable cause is unknown	Report awaited	Will be taken based on EI report if applicable.	NA, as report from EI is awaited	NA	NA

(Signature of the Licensee)

Name of Company  
Period of Report  
Year

BSES Yamuna Power Ltd, Delhi  
November  
2025

Service Area	Standard wrt AT&C losses			Pending complaint of the previous	Complaint received during the month	Total Complaint	Complaints attended during the			Balance complaint to be attended
	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
3										
1	2			3	4	5=3+4	6	7	8=6+7	9=5-8
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	Within three hours	Within four hours	Within six hours	41	18224	18265	18084	129	18213	52
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	Within two hours	Within three hours	Within four hours	0	77	77	75	2	77	0
Continuous power supply failure requiring replacement of distribution transformer	Within six hours			0	2	2	2	0	2	0
Continuous Scheduled Power Outages	Within 12 hours or restoration of power supply by 6PM			0	721	721	721	0	721	0
Replacement of Burnt Meter or Stolen Meter	Restoration of supply within three hours either by bypassing the			1	915	916	916	0	916	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)				0	20	20	20	0	20	0

**Name of Company**  
**Period of Report**  
**Year**

**BSES Yamuna Power Ltd, Delhi**  
**November**  
**2025**

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	
Local Problem			463	463	463		463	
Tap setting of transformer								
Repair of Distribution Line/transformer/capacitor			24	24	24		24	
Installation and Upgradation of High Tension/ Low Tension System								

Transfer of Consumer's connection and conversion of services  
Month Nov'25

Format IX

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
Transfer of Name	Within two billing cycles of acceptance of application or clearing of dues whichever is later	13	2060	2073	2067	0	2067	6
Load reduction	Within ten days of acceptance of application, shall be effective from next billing cycle	0	381	381	381	0	381	0
Change of category	As per Regulation 17 (5)	1	541	542	542	0	542	0
In case connection is denied after receipt of payment against demand note		0	0	0	0	0	0	0
Connection energized through loop		0	0	0	0	0	0	0
If notice for downward revision if any is not sent		NA						

Complaint about meters - Format V - Nov'25								
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
Complaint lodged for accuracy test of meter-Fast	15 days	208	433	641	487	0	487	154
Complaint lodged for accuracy test of meter-Slow		0		0			0	0
Complaint lodged for defective / stuck meter	15 Days	104	562	666	561	0	561	105
Complaint lodged for burnt meter	3 Days	104	1229	1333	1206	0	1206	127
Complaint lodged for stolen meter	15 Days	2	11	13	12	0	12	1

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due to the reasons at consumers end  
ii) Rejected cases not considered

New connections/Additional Load, where power supply can be provided from existing network

Month Nov'25

Format VI

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
Where no RoW or road cutting permission is required	Within three days (3) in metropolitan areas, seven days (7) in other municipal areas and fifteen days (15) in rural areas	4148	17375	21523	11341	0	11341	10182
Where RoW or road cutting permission is required	Additional 7 days where RoW or road cutting permission is required	107	363	470	187	0	187	283

Applications for New connections/Additional Load, where power supply requires extension of distribution system

Format VII

Month Nov'25

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
Electrified Areas (where extension of line upto five poles is required)	Within 15 days from the date of receipt of full payment against demand note.	0	0	0	0	0	0	0
Electrified Areas (Where extension of lines or augmentation of Distribution Transformation capacity , where peak load of transformer has reached 90% of its rated capacity)	Within 2 months from the date of receipt of full payment against demand note.	0	1	1	1	0	1	0
Electrified Areas (Where new Distribution Transformer is required)	Within 4 months from the date of receipt of payment against demand note	0	0	0	0	0	0	0
Electrified Areas (Where existing 11 KV network needs to be augmented)	Within 6 months from the date of receipt of payment against demand note	0	0	0	0	0	0	0
Electrified Areas (Where existing 66/33 kV grid sub-station needs to be augmented)	Within 8 months from the date of receipt of payment against demand note	0	0	0	0	0	0	0

Connection in un-electrified areas  
Month Nov'25

Format VIII

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
Un-Electrified Areas (Where connection from nearby existing network is possible)	Within 4 months from the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the developer or the applicant as the case may be; and (ii) availability of right of way & land, wherever required.	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 the date of receipt of approval from the Commission, wherever required, subject to: (i) receipt of service line cum development charges under Regulation 21 from the	0	0	0	0	0	0	0

Complaints about consumer's bills, disconnection, reconnection of supply - Format X - Nov'25								
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
Complaints on billing	7 Days	18	57	75	67	0	67	8
Non- payment of dues by the consumer	NA							
Request for reconnection	1 Dday	17	326	343	323	0	323	20
Final bill for vacation of premises/change of occupancy/ Consumer wanting disconnection		310	2088	2398	2106	0	2106	292

Note : i) Pending complaint of the previous month may vary depends upon the cases rejected & reopened due to the reasons at consumers end

ii) Rejected cases not considered

iii) There is no complaint category mentioned in DERC regulations as " Non- payment of dues by the consumer"