

Name of Company
Period of Report
Year

BSES Yamuna Power Ltd, Delhi
December
2019

Service Area	Standard wrt AT&C losses			Pending complaint of the previous month	Complaint received during the month	Total Complaint	Complaints attended during the month			Balance complaint to be attended
	Upto 10%	More than 10% and upto 20%	More than 20%				Within Specified Time	Beyond specified time	Total	
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	7	21648	21655	21527	101	21628	27
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	296	296	286	10	296	0
Continuous power supply failure requiring replacement of distribution transformer	Within six hours				10	10	10	0	10	
Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM			0	82	82	81	1	82	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the			0	1228	1228	1228	0	1228	1
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)				0	24	24	24	0	24	0