

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

January

Year

2022

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
3	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	16	25074	25090	24952	119	25071	19
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	223	223	221	2	223	0
Continuous power supply failure requiring replacement of distribution transformer	Within six hours			0	0	1	1	0	1	0
Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM			0	470	470	470	0	470	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the			1	1146	1147	1147	0	1147	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)				0	38	38	37	1	38	0