

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

October

Year

2019

| 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 | | 1 | 898 | 899 | 899 | 0 | 899 | 0 |
| Tap setting of transformer | | | | | | | | |
| Repair of Distribution Line/transformer/capacitor | | 0 | 312 | 312 | 312 | 0 | 312 | 0 |
| Installation and Upgradation of High Tension/ Low Tension System | | | | | | | | |