

FORMAT III: Action taken report for safety measures complied for the accidents occurred

Name of Company: BSES RAJDHANI POWER LIMITED.
Period of Report: Sep-19
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	
1	2	3	4	5=3+4	6	7	8=6+7	9
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.	0	-	76228	76228	76228	0	76228	0
Continuous power failure affecting more than 100 consumers connected at Low voltage supply excluding the failure where distribution transformer requires replacement.	0	0	14152	14152	14148	4	14152	0
Continuous power supply failure requiring replacement of distribution transformer.	0	0	4	4	4	0	4	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) and not covered under (i) & (ii)	0	0	28709	28709	28709	0	28709	0
Continuous Scheduled Power Outage	0	0	967	967	967	0	967	0
Replacement of Burnt Meter or Stolen Meter	0	130	3415	3545	2988	198	3186	359