

Name of Company

BSES Yamuna Power Ltd, Delhi

Period of Report

April

Year

2018

| 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 | 12 | 31076 | 31088 | 30760 | 151 | 30911 | 177 |
| 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 | 1 | 1568 | 1569 | 1527 | 42 | 1569 | 0 |
| Continuous power supply failure requiring replacement of distribution transformer | Within six hours | | | 0 | 9 | 9 | 7 | 2 | 9 | 0 |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) | | | | 1 | 66 | 67 | 64 | 2 | 66 | 1 |
| Continuous scheduled power outages | Within 12 hours or restoration of power supply by 6PM | | | 2 | 396 | 398 | 397 | 0 | 397 | 1 |
| Replacement of burnt meter or stolen meter | Restoration of supply within three hours either by bypassing the | | | 1 | 1044 | 1045 | 1045 | 0 | 1045 | 0 |