

Name of Company  
Period of Report  
Year

BSES Yamuna Power Ltd, Delhi  
January  
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	29492	29499	29288	187	29475	24
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	507	507	495	12	507	0
Continuous power supply failure requiring replacement of distribution transformer	Within six hours			0	5	5	5	0	5	0
Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM			0	699	699	699	0	699	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the			0	1146	1146	1146	0	1146	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)				0	49	49	47	2	49	0