Restoration of Power Supply

Format-III

**Name of Company** **BSES Yamuna Power Ltd, Delhi**
**Period of Report** **August**
**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% an d upto 20% | More than20% | | | | 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 | 47 | 63806 | 63853 | 63578 | 215 | 63793 | 60 |
| 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 | 543 | 544 | 527 | 17 | 544 | 0 |
| Continuous power supply failure requiring replacement of distribution transformer | Within six hours | | | 0 | 10 | 10 | 10 | 0 | 10 | 0 |
| Continuous scheduled power outages | Within 12 hours or restoration of power supply by 6PM | | | 0 | 143 | 143 | 143 | 0 | 143 | 0 |
| Replacement of burnt meter or stolen meter | Restoration of supply within three hours either by bypassing the | | | 2 | 1703 | 1705 | 1704 | 0 | 1704 | 1 |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS) | | | | 0 | 65 | 65 | 65 | 0 | 65 | 0 |