Restoration of Power Supply Format-III

Name of Company **BSES Yamuna Power Ltd, Delhi**
Period of Report **December**
Year **2017**

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	13	31224	31237	31030	192	31222	15
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	793	793	774	19	793	0
Continuous power supply failure requiring replacement of distribution transformer	Within six hours			0	5	5	5	0	5	0
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)				0	54	54	51	3	54	0
Continuous scheduled power outages	Within 12 hours or restoration of power supply by 6PM			0	707	707	706	1	707	0
Replacement of burnt meter or stolen meter	Restoration of supply within three hours either by bypassing the			1	998	999	998	0	998	1