Restoration of Power Supply

Format-III

Name of Company **BSES Yamuna Power Ltd, Delhi**

Period of Report **May**

Year **2024**

Service Area	Standard wrt AT&C losses			Pending complaint of the previous	Complaint received during the month	Total Complaint	Complaints attended during the			Balance complaint to be attended
3	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	30	56086	56116	55669	238	55907	209
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	547	547	526	20	546	1
Continuous power supply failure requiring replacement of distribution transformer	Within six hours			0	0	0	0	0	0	0
Continuous Scheduled Power Outages	Within 12 hours or restoration of power supply by 6PM			0	251	251	251	0	251	0
Replacement of Burnt Meter or Stolen Meter	Restoration of supply within three hours either by bypassing the			2	1817	1819	1818	0	1818	1
Continuous power failure affecting consumers connected through High Voltage Distribution System **(HVDS)**				0	38	38	37	1	38	0