Restoration of Power Supply

Format-III

**Name of Company** **BSES Yamuna Power Ltd, Delhi**
**Period of Report** **November**
**Year** **2021**

| 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 | 16 | 16843 | 16859 | 16728 | 119 | 16847 | 12 |
| 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 | 148 | 148 | 146 | 2 | 148 | 0 |
| 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 | 126 | 126 | 126 | 0 | 126 | 0 |
| Replacement of burnt meter or stolen meter | Restoration of supply within three hours either by bypassing the | | | 0 | 1075 | 1075 | 1073 | 0 | 1073 | 2 |
| Continuous power failure affecting consumers connected through High Voltage Distribution System **(HVDS)** | | | | 0 | 26 | 26 | 25 | 1 | 26 | 0 |