

Name of Company		Restoration of Power Supply									Format-III
Period of Report		BSES Yamuna Power Ltd, Delhi									
Year		August									
		2025									
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	77	39591	39668	39378	238	39616	52
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	298	299	288	11	299	0
Continuous power supply failure requiring replacement of distribution transformer		Within six hours			0	0	3	3	0	3	0
Continuous Scheduled Power Outages		Within 12 hours or restoration of power supply by 6PM			0	247	247	247	0	247	0
Replacement of Burnt Meter or Stolen Meter		Restoration of supply within three hours either by bypassing the			0	1576	1576	1575	0	1575	1
Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)					0	38	38	37	1	38	0