

## Restoration of Power Supply

Format-III

Name of Company BSES Yamuna Power Ltd, Delhi  
 Period of Report November  
 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% and upto 20% | More than 20%     |   |                                     |                 | 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  | 8                                       | 29844                               | 29852           | 29675                                | 164                   | 29839 | 13                               |
| 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                                       | 633                                 | 633             | 622                                  | 11                    | 633   | 0                                |
| Continuous power supply failure requiring replacement of distribution transformer  | Within six hours   |                            |                   | 0                                       | 5                                   | 5               | 5                                    | 0                     | 5     | 0                                |
| Continuous scheduled power outages   | Within 12 hours or restoration of power supply by 6PM            |                            |                   | 0                                       | 602                                 | 602             | 602                                  | 0                     | 602   | 0                                |
| Replacement of burnt meter or stolen meter   | Restoration of supply within three hours either by bypassing the |                            |                   | 0                                       | 1011                                | 1011            | 1010                                 | 0                     | 1010  | 1                                |
| Continuous power failure affecting consumers connected through High Voltage Distribution System (HVDS)   |  |                            |                   | 0                                       | 150                                 | 150             | 121                                  | 29                    | 150   | 0                                |