BSES Yamuna Power Limited

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Ref No: RA/13-14/BYPL/ 491

Date: 19th July 2013

To,



The Secretary
Delhi Electricity Regulatory Commission,
Viniyamak Bhawan, C- Block, Shivalik,
Malviya Nagar, New Delhi – 110017

Sub: Overall standards of performance of Discoms – Reliability Indices.

Ref: Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
RCM/09-10/BYPL/116 dated 25th June 2010

Madam,

We refer to the aforesaid Correspondence regarding the Annual review on actual Performance as prescribed in the Schedule II for the Delhi Electricity Supply Code and Performance Standards Regulation, 2007, in terms of Regulation 11.2 of DERC (Terms and Condition for determination of wheeling and Retail Supply Tariff) Regulations, 2007, accordingly, the Performance Parameters for the period of June 2013 are being submitted herewith (enclosed as Annexure – 1).

Thanking You,

Yours faithfully,

For **BSES Yamuna Power Ltd.**

Rajul Agarwal
Head Regulatory (BYPL)

Encl: As above

Schedule–II

Overall Standards of Performance for June-2013

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	June-2013		Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance
			Within Specified Time	Above Specified Time		Within Specified Time	Above Specified Time	
1	Normal Fuse-Off Calls	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	62115	267	62382	62115	267	99.57%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	790	1	791	790	1	99.87%
3	Distribution Transformer Failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	2	0	2	2	0	100.00%
			2	0	2	2	0	100.00%
4	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	18	0	18	18	0	100.00%
	Restoration of supply by 6:00 PM		18	0	18	18	0	100.00%
5	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1388	0	1388	1388	0	100.00%
	Replacement of fused/defective unit							
6	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees.(Projections for First control period has already been submitted to Comission)	0.26954					
	SAIDI		0.39432					
	MAIFI		0.00053					
7	Frequency Variation	To maintain supply frequency within range as per IEGC						
8	Voltage Unbalance	Maximum of 3% at point of commencement of supply						
9	Percentage Billing Mistakes	Not exceeding 0.2%	162	0	688021	162	0	0.02%
10	Percentage Faulty Meters	Not exceeding 3%	855	0	1315061	855	0	0.07%