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Ref No: RA/11-12/BYPL/356

Date: 23rd Sep 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 Aug 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 August-2013

BSES *Yamuna Power Limited*

S. No.	Service Area	Standard of Performance	August-2013		Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
			Within Specified Time Limit	Above Specified Time Limit		Within Specified Time Limit	Above Specified Time Limit	
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	41653	25	41678	41653	25	99.94%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	637	0	637	637	0	100.00%
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	0	0	0	0	0	
			0	0	0	0	0	
4	Period of Scheduled Outage							
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	9	0	9	9	0	100.00%
	Restoration of supply by 6:00 PM		9	0	9	9	0	100.00%
5	Short Duration Faults							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1715	0	1715	1715	0	100.00%
	Replacement of fused/defective unit							
6	Reliability Indices							
	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)	0.18938					
	SAIDI		0.26076					
	MAIFI		0.00000					
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%	564	0	707355	564	0	0.08%
10	Percentage Faulty Meters	Not exceeding 3%	453	0	1363897	453	0	0.03%