**BSES Yamuna Power Limited**

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Ref No: RA/13-14/BYPL/ 567

Date: 11th Nov 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 Sep 2013 are being submitted herewith (enclosed as Annexure – 1).

Thanking You.

Yours faithfully.

For **BSES Yamuna Power Ltd.**

**(Aditya Pyasi)**
Head Regulatory (BYPL)

Encl: As above

Schedule–II

## Overall Standards of Performance for September-2013

## BSES *Yamuna Power Limited*

| SN | Service Area | Standard of Performance | September-2013 | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | Within Specified Time Limit | Above Specified Time Limit | Total cases Received/ Reported | Within Specified Time Limit | Above Specified Time Limit | Status of Performance |
| 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 | 39143 | 51 | 39194 | 39143 | 51 | 99.87% |
| 2 | Line Breakdowns | At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas | 554 | 0 | 554 | 554 | 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 | 1 | 0 | 1 | 1 | 0 | 100.00% |
| | | | 1 | 0 | 1 | 1 | 0 | 100.00% |
| 4 | Maximum Duration in a single stretch | At least 95% of cases resolved within time limit | 152 | 0 | 152 | 152 | 0 | 100.00% |
| | Restoration of supply by 6:00 PM | | 152 | 0 | 152 | 152 | 0 | 100.00% |
| 5 | Rectification of line faults | At least 90% cases should be complied within prescribed time limits | 1598 | 0 | 1598 | 1598 | 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) | 0.16577 | | | | | |
| | SAIDI | | 0.30576 | | | | | |
| | MAIFI | | 0.00028 | | | | | |
| 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% | 757 | 0 | 844394 | 757 | 0 | 0.09% |
| 10 | Percentage Faulty Meters | Not exceeding 3% | 1252 | 0 | 1365544 | 1252 | 0 | 0.09% |