BSES

BSES Yamuna Power Limited

Shakti Kiran Building, Karkardooma
Delhi - 110032, India
Tel.: +91 11 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Ref No: RA/14-15/BYPL/ 755

Date: 25th April 2014

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 March 2014 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 March-2014

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	March-2014		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	25606	52	25658	25606	52	99.80%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and	453	0	453	453	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	Period of Scheduled Outage							
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	445	0	445	445	0	100.00%
	Restoration of supply by 6:00 PM		445	0	445	445	0	100.00%
5	Street Light Faults							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1223	0	1223	1223	0	100.00%
	Replacement of fused/defective unit							
6	Continuity Indices							
	SAIFI	To be laid down by the Commission based on the targets proposed by the Licensees (Project	0.07488					
	SAIDI		0.09445					
	MAIFI		0.00025					
7	Frequency Variation	To maintain supply frequency within range as						
8	Voltage Unbalance	Maximum of 3% at point of commencement of supply						
9	Percentage Billing Mistakes	Not exceeding 0.2%	544	0	1091066	544	0	0.05%
	Percentage Faulty Meters	Not exceeding 3%	1112	0	13974847	1112	0	0.01%