BSES

BSES Yamuna Power Limited

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Ref No: RA/14-15/BYPL/ 996

Date: 25th Nov 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 FY 2013-14 (Revised).

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 FY 2013-14 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 FY 2013-2014

BSES *Yamuna Power Limited*

Sr. No	Service Area	Overall Standard of Performance	FY 2013-2014		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 limits in both Cities and Towns and in Rural areas	423664	1270	424934	423664	1270	99.70%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	6410	5	6415	6410	5	99.92%
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	10	0	10	10	0	100.00%
4	Restoration of supply in							
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	2514	0	2514	2514	0	100.00%
	Restoration of supply by 6:00 PM		2511	3	2514	2511	3	99.88%
6	Continuity 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)	1.68418					
	SAIDI		2.46555					
	MAIFI		0.00152					
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%	4838	0	10274462	4838		0.05%
10	Percentage Faulty Meters	Not exceeding 3%	11500	0	1,397,847	11500		0.82%