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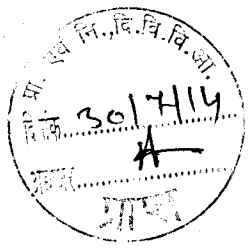
Ref No: RA/14-15/BYPL/ 851

Date: 25th July 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 June 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 June-2014

BSES *Yamuna Power Limited*

S.No.	Service Area	Overall Standard of Performance	June-2014 Within Specified Time Limit	June-2014 Above Specified Time Limit	Total cases Received/ Reported (A)	Complaints Attended (B) Within Specified Time Limit	Complaints Attended (B) Above Specified Time Limit	Standard of Performance achieved (C)
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	75413	200	75613	75413	200	99.74%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	781	2	783	781	2	99.74%
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	Period of Scheduled Outage							
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	30	0	30	30	0	100.00%
	Restoration of supply by 6:00 PM		30	0	30	30	0	100.00%
5	Street Light Faults							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1281	0	1281	1281	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.(Projections for First control period has already been submitted to Comission)	0.17831					
	SAIDI		0.23179					
	MAIFI		0.00128					
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%	406	0	1420854	406	0	0.03%
10	Percentage Faulty Meters	Not exceeding 3%	1162	0	1409241	1162	0	0.08%