BSES Yamuna Power Limited
Shakti Kiran Building, Karkardooma
Delhi - 110032, India
CIN : U74899DL2001PLC111525
Tel.: +91 11 3999 9808, 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Date: 26th Aug 2014

Ref No: RA/14-15/BYPL/893.

To,

The Secretary
Delhi Electricity Regulatory Commission,
Viniyamak Bhawan, C- Block, Shivalik,
Malviya Nagar, New Delhi – 110017

5:10 Pm

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 July 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

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Schedule–II

Overall Standards of Performance for July-2014

BSES *Yamuna Power Limited*

Sr No	Service Area	Prescribed Time Limit/ Measure	Penalty	Overall Standard of Performance	July-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**	Within three hours for Urban areas	Rs. 50 for each day of default	At least 99% calls received should be rectified within prescribed time limits in both Cities and Towns and in Rural areas	63782	283	64065	63782	283	99.56%
2	**Line Breakdowns**	Temporary Supply to be restored within four hours from alternate source, wherever feasible	Rs. 50 for each day of default	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	767	1	768	767	1	99.87%
3	**Distribution Transformer Failure**	Temporary Restoration of supply through mobile transformer or another backup source within eight hours wherever feasible	Rs. 100 for each day of default	At least 95% nf DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas	5	0	5	5	0	100.00%
		Replacement of failed transformer within forty eight hours			5	0	5	5	0	100.00%
4	Period of Scheduled Outage									
	Maximum Duration in a single stretch	Max duration shall not exceed 12 hours in a day	Rs 50 for every hour of default	At least 95% of cases resolved within time limit	14	0	14	14	0	100.00%
	Restoration of supply by 6:00 PM	Supply to be restored by 6 pm			14	0	14	14	0	100.00%
5	Street Light Faults									
	Rectification of line faults	72 hours	Rs. 50 for each day of default	At least 90% cases should be complied within prescribed time limits	1712	0	1712	1712	0	100.00%
	Replacement of fused/defective unit	72 hours								
6	Continuity Indices									
	SAIFI	To be laid dnwn by the Commission based on the targets proposed by the Licensees.(Prnjectinns fnr First control period has already been submitted to Comissinn)			0.35444					
	SAIDI				0.43459					
	MAIFI				0.00031					
7	**Frequency Variation**	-		To maintain supply frequency within range as per IEGC						
8	**Voltage Unbalance**	Computation of Voltage Unbalance is to be specified by the Hon'ble Commission		Maximum nf 3% at point nf commencement of supply						
9	**Percentage Billing Mistakes**	% = Bills required modification/Total number of bills issued		Not exceeding 0.2%	416	0	1485621	416	0	0.00028
10	**Percentage Faulty Meters**	% = Total Defective Meters/ Total Number of meters in service		Not exceeding 3%	1948	0	1414053	1948	0	0.001378