BSES Yamuna Power Limited

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28/1/15

Ref No: RA/14-15/BYPL/ 1087

Date: 28th Jan 2015

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 Dec-14 (Provisional).

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 month Dec'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 April-2014 to March-2015

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	December-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	23091	61	23152	23091	61	99.74%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	429	1	430	429	1	99.77%
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	3	0	3	3	0	100.00%
			3	0	3	3	0	100.00%
4	**Period of Scheduled Outage**							
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	406	0	406	406	0	100.00%
	Restoration of supply by 6:00 PM		406	0	406	406	0	100.00%
5	**Street Light Faults**							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1453	0	1453	1453	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)	0.08216					
	SAIDI		0.11704					
	MAIFI		0.00000					
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%	343	0	1426935	343	0	0.02%
10	Percentage Faulty Meters	Not exceeding 3%	2577	0	1435613	2577	0	0.18%