BSES Yamuna Power Limited

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प्रा. एवं नि., दि. वि. आ.
दिनांक 31/03/15
अधिकार
प्राप्त

Ref No: RA/14-15/BYPL/ 1146

Date: 31st Mar 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 Feb-15 (Revised).

Ref: Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
RCM/09-10/BYPL/116 dated 25th June 2010.
RA/BYPL/14-15/1137 dated 25.03.2015.

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 Feb'15 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 February-2015

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	February-2015		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	14842	77	14919	14842	77	99.48%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	245	4	249	245	4	98.39%
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%
4	Period of Scheduled Outage							
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	287	0	287	287	0	100.00%
	Restoration of supply by 6:00 PM		279	8	287	279	8	97.21%
5	Street Light Faults							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1090	0	1090	1090	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)	0.04821					
	SAIDI		0.05690					
	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%	417	29	1393568	417	29	0.03%
10	Percentage Faulty Meters	Not exceeding 3%	1710	0	1444540	1710	0	0.12%