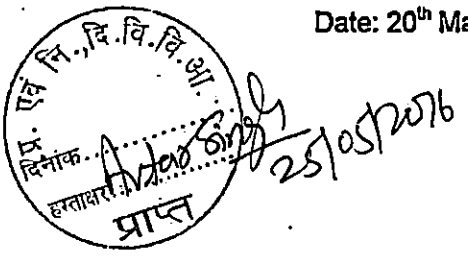
BSES
BSES Yamuna Power Limited
Shakti Kiran Building, Karkardooma
Delhi - 110032, India
CIN : U74899DL2001PLC111525
Tel.: +91 11 3999 9808, 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Ref No: RA/16-17/BYPL/ 42

Date: 20th May 2016



To,

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

Sub: Overall standards of performance of Discoms – for FY 15-16.

Ref: Hon'ble Commission's letter no. F.17(85)/Engg./DERC/15-16/4824/3745 dated 19.01.2016.
Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
RCM/09-10/BYPL/116 dated 25th June 2010

Sir,

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 FY 15-16 are being submitted herewith (enclosed as Annexure – 1).

Further as per Hon'ble Commission's letter dated 19.01.2016 NIL report regarding the compensation paid from BYPL is enclosed as Annexure-2.

Thanking You
Yours faithfully,

For **BSES Yamuna Power Ltd.**

Gagan B Swain

Head- Regulatory (BYPL)

Encl: As above

Schedule-II

Overall Standards of Performance for April-2015 to March-2016

BSES Yamuna Power Limited

Sr No	Service Area	Overall Standard of Performance	April-2015		May-2015		June-2015		July-2015		August-2015		September-2015		October-2015		November-2015		December-2015		January-2016		February-2016		March-2016		Total cases Received	Complaints Attended		Standard of Performance achieved (%)
			Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	Within Specified Time Limit	% Above Specified Time Limit	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	21579	0	37576	0	48704	0	46986	272	53677	158	53657	101	36903	21	29767	40	33236	131	33153	45	26482	82	31907	293	454770	453627	1143	99.75%
2	Line Breakdowns	At least 95% of cases received within time limit in both Cities and Towns and in Rural areas	444	4	562	5	622	15	703	7	565	6	487	1	386	2	360	1	308	5	291	3	295	3	393	4	5472	5416	56	98.98%
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	0	10	0	6	0	5	0	0	0	1	0	2	0	1	0	0	0	0	0	2	0	33	33	0	100.00%
			3	0	3	0	10	0	6	0	5	0	0	0	1	0	2	0	1	0	0	0	0	0	2	0	33	33	0	100.00%
4	Period of Scheduled Outage																													
	Maximum Duration in a single stretch	At least 95% of cases received within time limit	360	0	118	0	91	0	30	0	60	0	490	0	534	0	465	0	710	0	786	0	719	0	584	0	4947	4947	0	100.00%
	Restoration of supply by from PM		350	10	118	0	85	6	27	3	56	4	490	0	533	1	459	6	709	1	781	5	715	4	580	4	4947	4903	44	99.11%
5	Street Light Faults																													
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1759	0	1647	0	1708	0	2391	5	3598	10	4111	14	11379	69	9296	67	8724	46	8562	77	8240	149	8366	228	70446	69781	665	99.06%
	Replacement of faulty/defective unit																													
6	Continuity Indices																													
	SAIFI	To be laid down by the Commission based on the	0.09239		0.16574		0.19346		0.18690		0.15672		0.13638		0.07646		0.05685		0.04592		0.04505		0.04337		0.06598		1.26523			
	SAIDI		0.11068		0.19581		0.24171		0.22075		0.17713		0.15806		0.09410		0.07328		0.05769		0.06011		0.05803		0.00348		1.40001			
	MAIFI		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000		0.00000			
																											No. of bills issued during FY 15-16	No. of Bills with mistakes	Percentage
8	Percentage	Not exceeding	192	4	160	3	198	0	265	2	476	17	264	15	354	17	359	4	294	1	265	5	212	8	221	3	17943784	3335	0.02%
																											No. of Meters in service (as on 31.03.2016)	No. of defective meters	Percentage
9	Percentage	Not exceeding	1042	1	1459	3	1525	14	1725	5	1156	13	984	7	1161	4	1082	7	1263	4	1174	3	1224	3	1063	1	1513879	14323	0.95%

Annexure-2

No Compensation was paid for the period Jan'16 to Mar'16.