BSES Yamuna Power Limited

Shakti Kiran Building, Karkardooma
Delhi - 110032, India
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प्र. एवं नि.,दि.वि.वि.आ.
दिनांक 28/04/2016
हस्ताक्षर
प्राप्त

Ref No: RA/15-16/BYPL/ 14

Date: 27th April 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 – Reliability Indices for Q-4 FY 15-16.(Provisional).

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 of Jan'16 to Mar'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

Annexure-2

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

Schedule–II

Overall Standards of Performance for Jan 2016 to Mar'16

BSES Yamuna Power Limited

Sr No	Service Area	Overall Standard of Performance	January-2016		February-2016		March-2016		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	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	33153	45	26482	82	31907	293	91962	91542	420	99.54%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	291	3	295	3	393	4	989	979	10	98.99%
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	0	0	0	0	2	0	2	2	0	100.00%
			0	0	0	0	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	786	0	719	0	584	0	2089	2089	0	100.00%
	Restoration of supply by 6:00 PM		781	5	715	4	580	4	2089	2076	13	99.38%
5	Street Light Faults											
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	8562	77	8240	149	8366	228	25622	25168	454	98.23%
	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)	0.04505		0.04337		0.06598		0.15440			
	SAIDI		0.06011		0.05803		0.00348		0.12162			
	MAIFI		0.00000		0.00000		0.00000		0.00000			
									No. of Bills issued during FY Q-4 15-16	No. of Bills with mistakes		Percentage
7	Percentage Billing Mistakes	Not exceeding 0.2%	265	5	212	8	221	3	4577597	714		0.02%
									No. of Meters in service (as on 31.03.2016)	No. of defective meters		Percentage
8	Percentage Faulty Meters	Not exceeding 3%	1174	3	1224	3	1063	1	1519673	3468		0.23%

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