BSES
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प्र. एवं नि. वि. वि. आ.
दिनांक 28/04/2016
हस्ताक्षर
प्राप्त

Ref No: RA/15-16/BYPL/13

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 Mar'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 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 Mar'16.

Schedule–II

Overall Standards of Performance for March-2016

BSES Yamuna Power Limited

Sr No	Service Area	Overall Standard of Performance	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	
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	31907	293	32200	31907	293	99.09%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	393	4	397	393	4	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	2	0	2	2	0	100.00%
			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	584	0	584	584	0	100.00%
	Restoration of supply by 6:00 PM		580	4	584	580	4	99.32%
5	Street Light Faults							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	8366	228	8594	8366	228	97.35%
	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)	0.06598					
	SAIDI		0.00348					
	MAIFI		0.00000					

					No. of Bills issued during FY Mar 16	No. of Bills with mistakes	Percentage
7	Percentage Billing Mistakes	Not exceeding 0.2%	221	3	1533353	224	0.01%
					No. of Meters in service (as on 31.03.2016)	No. of defective meters	Percentage
8	Percentage Faulty Meters	Not exceeding 3%	1063	1	1519673	1064	0.07%