BSES Yamuna Power Limited

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Ref No: R/BYPL/2015-16/ 155

Date: 14th Aug 2015

प्र. एवं नि., दि.वि.वि.आ.
दिनांक..18/8/15
हस्ताक्षर.....
प्राप्त

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 May-15 (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 May'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 May 2015

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	May-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	37576	0	37576	37576	0	100.00%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	562	5	567	562	5	99.12%
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	118	0	118	118	0	100.00%
	Restoration of supply by 6:00 PM		118	0	118	118	0	100.00%
5	Street Light Faults							
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	1647	0	1647	1647	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)	0.16574					
	SAIDI		0.19581					
	MAIFI		0.00000					
9	Percentage Billing Mistakes	Not exceeding 0.2%	1459	3	1445968	1459	3	0.21%
10	Percentage Faulty Meters	Not exceeding 3%	160	3	1458098	160	3	1.88%