BSES Yamuna Power Limited

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Ref No: R/BYPL/2015-16/ 169

Date: 26th Aug 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 April'15-June-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 April'15 to June'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 April-2015 to June-2015

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	April-2015		May-2015		June-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	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	107859	107859	0	100.00%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	444	4	562	5	622	15	1652	1628	24	98.55%
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	16	16	0	100.00%
			3	0	3	0	10	0	16	16	0	100.00%
4	Period of Scheduled Outage											
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	360	0	118	0	91	0	569	569	0	100.00%
	Restoration of supply by 6:00 PM		350	10	118	0	85	6	569	553	16	97.19%
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	5114	5114	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)	0.09239		0.16574		0.19346		0.45160			
	SAIDI		0.11068		0.19581		0.24171		0.54819			
	MAIFI		0.00000		0.00000		0.00000		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%	192	4	1459	3	1525	14	4334819	3176	21	0.07%
10	Percentage Faulty Meters	Not exceeding 3%	1042	1	160	3	198	0	1465122	1400	4	0.10%