BSES Yamuna Power Limited

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Hm-5:20

Ref No: RA/15-16/BYPL/208

Date: 15th Oct 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 for July'15-Sep'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 period of July'15-Sep'15 are being submitted herewith (enclosed as Annexure – 1).

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 July-2015 to Sep-2015

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	July-2015		August-2015		September-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	46986	272	53677	158	53657	101	154851	154320	531	99.66%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas.	703	7	565	6	487	1	1769	1755	14	99.21%
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	6	0	5	0	0	0	11	11	0	100.00%
			6	0	5	0	0	0	11	11	0	100.00%
4	Period of Scheduled Outage											
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	30	0	60	0	490	0	580	580	0	100.00%
	Restoration of supply by 6:00 PM		27	3	56	4	490	0	580	573	7	98.79%
5	Street Light Faults											
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	2391	5	3598	10	4111	14	10129	10100	29	99.71%
	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)	0.18690		0.15672		0.13638		0.48000			
	SAIDI		0.22075		0.17713		0.15806		0.55594			
	MAIFI		0.00000		0.00000		0.00000		0.00000			
7	Percentage Billing Mistakes	Not exceeding 0.2%	265	2	476	17	683	-24	4450009	1424	43	0.03%
8	Percentage Faulty Meters	Not exceeding 3%	1725	5	1156	13	957	2	1484390*	3838	20	0.26%

Note:As on 30.09.2015

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