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प्र. एवं नि., दि.वि.वि.आ.
दिनांक 18/2/2016
हस्ताक्षर Avtar Singh
प्राप्त

Ref No: RA/15-16/BYPL/ 317

Date: 10th Feb 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 Oct-Dec-15 (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 Oct-Dec'15 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

Schedule–II

Overall Standards of Performance for Oct-Dec -16

BSES *Yamuna Power Limited*

Sr.No	Service Area	Overall Standard of Performance	October-2015		November-2015		December-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	36903	21	29767	40	33236	131	100098	99906	192	99.81%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	386	2	360	1	313	1	1063	1059	4	99.62%
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	1	0	2	0	1	0	4	4	0	100.00%
			1	0	2	0	1	0	4	4	0	100.00%
4	Period of Scheduled Outage											
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	534	0	465	0	710	0	1709	1709	0	100.00%
	Restoration of supply by 6:00 PM		533	1	459	6	709	1	1709	1701	8	99.53%
5	Street Light Faults											
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	11379	69	9296	67	8724	46	29581	29399	182	99.38%
	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)	0.07646		0.05685		0.04592		0.17923			
	SAIDI		0.09410		0.07328		0.05769		0.22507			
	MAIFI		0.00000		0.00000		0.00000		0.00000			
										No. of bills issued	No. of bills with mistakes	Percentage
8	Percentage Billing Mistakes	Not exceeding 0.2%	364	17	359	4	294	4	1032	4501073	1032	0.02%
										No. of Meters(As on last day of December 2015)	No. of defective meters	Percentage
9	Percentage Faulty Meters	Not exceeding 3%	1161	4	1082	7	1263	1	3518	1503021	3518	0.23%

Annexure-2

No compensation was paid for the period of FY 2014-15.

No compensation was paid for the period of Oct-15 to Dec-2015.