**BSES Yamuna Power Limited**

Shakti Kiran Building, Karkardooma
Delhi - 110032, India
CIN : U74899DL2001PLC111525
Tel.: +91 11 3999 9808, 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Ref No: RA/15-16/BYPL/209

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 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 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

lule–II

rall Standards of Performance for Sep-2015

## ES *Yamuna Power Limited*

| Service Area | Overall Standard of Performance | 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 | |
| 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 | 53657 | 101 | 53758 | 53657 | 101 | 99.81% |
| Line Breakdowns | At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas | 487 | 1 | 488 | 487 | 1 | 99.80% |
| Distribution Transformer Failure | At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns and in Rural areas | 0 | 0 | 0 | 0 | 0 | NA |
| | | 0 | 0 | 0 | 0 | 0 | NA |
| Period of Scheduled Outage | | | | | | | |
| Maximum Duration in a single stretch | At least 95% of cases resolved within time limit | 490 | 0 | 490 | 490 | 0 | 100.00% |
| Restoration of supply by 6:00 PM | | 490 | 0 | 490 | 490 | 0 | 100.00% |
| Street Light Faults | | | | | | | |
| Rectification of line faults | At least 90% cases should be complied within prescribed time limits | 4111 | 14 | 4125 | 4111 | 14 | 99.66% |
| Replacement of fused/defective unit | | | | | | | |
| 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) | 0.13638 | | | | | |
| SAIDI | | 0.15806 | | | | | |
| MAIFI | | 0.00000 | | | | | |
| Percentage Billing Mistakes | Not exceeding 0.2% | 683 | 24 | 1498865 | 683 | 24 | 0.05% |
| Percentage Faulty Meters | Not exceeding 3% | 957 | 2 | 1484390 | 957 | 2 | 0.06% |