Schedule–II

Overall Standards of Performance for Jan-2017 to March-2017

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	January-2017		February-2017		March-2017		Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance
			Within Specified	Above Specified	Within Specified	Above Specified	Within Specified	Above Specified Time Limit		Within Specified	Above Specified Time	
1	Normal Fuse-Off Calls	At least 99% calls received should be rectified within prescribed time	26368	129	19293	29	26618	17	72454	72279	175	99.76%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and	329	2	202	0	242	0	775	773	2	99.74%
3	Distribution Transformer Failure	At least 95% of DTRs to be replaced within prescribed time limits in both Cities and Towns	0	0	0	0	0	0	0	0	0	
			0	0	0	0	0	0	0	0	0	
4	Period of Scheduled Outage											
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	682	0	760	0	749	4	2195	2191	4	99.82%
	Restoration of supply by 6:00 PM		679	3	756	4	746	7	2195	2181	14	99.36%
5	Street Light Faults											
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	6450	0	6694	0	7392	1	20537	20536	1	100.00%
	Replacement of fused/defective unit											
6	Continuity Indices											
	SAIFI	To be laid down by the Commission based on the targets proposed	0.04625		0.02719		0.04017					
	SAIDI		0.05971		0.03292		0.04674					
	MAIFI		0.00000		0.00000		0.00000					
			Total bills generated during the month	Bills with mistake during the month	Total bills generated during the month	Bills with mistake during the month	Total bills generated during the month	Bills with mistake during the month	Standard of performance			
7	Percentage Billing Mistakes	Not exceeding 0.2%	1568523	56	1572695	74	1580419	60	0.004%			
			Total meters served as on last date of Quarter	Meters with mistakes during the quarter	Total meters served as on last date of Quarter	Meters with mistakes during the quarter	Total meters served as on last date of Quarter	Meters with mistakes during the quarter	Standard of performance			
8	Percentage Faulty Meters	Not exceeding 3%	1575604	1164	1580043	948	1581044	845	0.187%			