Schedule–II

Overall Standards of Performance for March-2017

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	Total cases Received/ Reported (A)	Complaints Attended (B)		Standard of Performance achieved (C)
				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	26635	26618	17	99.94%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	242	242	0	100.00%
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	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	753	749	4	99.47%
	Restoration of supply by 6:00 PM		753	746	7	99.07%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7393	7392	1	99.99%
	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)	0.0402			
	SAIDI		0.0467			
	MAIFI		0.0000			

			Number of bills generated during the month	Number of bills with mistakes	Standard of Performance achieved (C)
9	Percentage Billing Mistakes	Not exceeding 0.2%	1580419	60	0.0038%
			Number of Meters served during the month	No. of defected meters during month	
10	Percentage Faulty Meters	Not exceeding 3%	1581044	845	0.0534%