Schedule–II

Overall Standards of Performance for Dec-2016

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	20635	20602	33	99.84%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	223	223	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	2	2	0	100.00%
			2	2	0	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	737	737	0	100.00%
	Restoration of supply by 6:00 PM		737	736	1	99.86%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	6422	6420	2	99.97%
	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)	0.02706			
	SAIDI		0.03420			
	MAIFI		0.00000			
			No. of bills issued during the month	Bills with Mistakes		Standard of Performance achieved ©
7	Percentage Billing Mistakes	Not exceeding 0.2%	1564274	139		0.01%
			No. of Meters served on the last day of the month	No. of Meters defective		Standard of Performance achieved (C)
8	Percentage Faulty Meters	Not exceeding 3%	1568583	1361		0.09%