Schedule–II

## Overall Standards of Performance for Q-3 FY 2016-17

## BSES *Yamuna Power Limited*

| Sr No | Service Area | Overall Standard of Performance | October-2016 | | November-2016 | | December-2016 | | 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 | 35917 | 96 | 19540 | 39 | 20602 | 33 | 76227 | 76059 | 168 | 99.78% |
| 2 | Line Breakdowns | At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas | 339 | 1 | 279 | 0 | 223 | 0 | 842 | 841 | 1 | 99.88% |
| 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 | 7 | 0 | 2 | 0 | 2 | 0 | 11 | 11 | 0 | 100.00% |
| | | | 7 | 0 | 2 | 0 | 2 | 0 | 11 | 11 | 0 | 100.00% |
| 4 | Period of Scheduled Outage | | | | | | | | | | | |
| | Maximum Duration in a single stretch | At least 95% of cases resolved within time limit | 724 | 0 | 715 | 0 | 737 | 0 | 2176 | 2176 | 0 | 100.00% |
| | Restoration of supply by 6:00 PM | | 724 | 0 | 714 | 1 | 736 | 1 | 2176 | 2174 | 2 | 99.91% |
| 5 | Street Light Faults | | | | | | | | | | | |
| | Rectification of line faults | At least 90% cases should be complied within prescribed time limits | 8527 | 0 | 6334 | 0 | 6420 | 2 | 21283 | 21281 | 2 | 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) | 0.07363 | | 0.03613 | | 0.02706 | | 0.13683 | | | |
| | SAIDI | | 0.09375 | | 0.04223 | | 0.03420 | | 0.17018 | | | |
| | MAIFI | | 0.00000 | | 0.00000 | | 0.00000 | | 0.00000 | | | |
| | | | No. of bills with Mistakes During Oct-16 | Total bills served during the month | No. of bills with Mistakes During Nov-16 | Total bills served during the month | No. of bills with Mistakes During Dec-16 | Total bills served during the month | No. Billing Mistakes during the Q-3 | Total Bills served during Q-3 | | Standard of Performance achieved ⓒ |
| 7 | Percentage Billing Mistakes | Not exceeding 0.2% | 109 | 1549518 | 84 | 1558393 | 139 | 1564274 | 332 | 4672185 | | 0.01% |
| | | | No. of Meters Faulty during Oct-16 | Total Meters in service during last day of the month | No. of Meters Faulty during Nov-16 | Total Meters in service during last day | No. of Meters Faulty during Dec-16 | Total Meters in service during last day | No. of Meters Faulty during the Q-3 | No. of meters in service as on last day of Q-3 | | Standard of Performance achieved ⓒ |
| 8 | Percentage Faulty Meters | Not exceeding 3% | 1938 | 1559248 | 1208 | 1564889 | 1361 | 1568583 | 4507 | 1568583 | | 0.29% |