Schedule–II

Overall Standards of Performance for June-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	Complaints Attended		Total cases Received/ Reported (A)	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	68074	250	68324	99.63%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	489	0	489	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	6	0	6	100.00%
			6	0	6	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	126	0	126	100.00%
	Restoration of supply by 6:00 PM		122	4	126	96.83%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	8387	33	8420	99.61%
	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)	0.15254			
	SAIDI		0.18959			
	MAIFI		0.00000			
9	Percentage Billing Mistakes	Not exceeding 0.2%	193	3	1522326	0.01%
10	Percentage Faulty Meters	Not exceeding 3%	1355	0	1539908	0.09%