BSES Yamuna Power Limited
Shakti Kiran Building, Karkardooma
Delhi - 110032, India
CIN : U74899DL2001PLC111525
Tel.: +91 11 3999 9808, 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Ref No: RA/16-17/BYPL/ 249

Date: 28th Dec 2016

To,

The Secretary
Delhi Electricity Regulatory Commission,
Viniyamak Bhawan, C- Block, Shivalik,
Malviya Nagar, New Delhi – 110017

Sub: Overall standards of performance of Discoms – for Nov 2016.

Ref: 1)Hon'ble Commission's letter no. F.17(85)/Engg./DERC/15-16/4824/3745 dated 19.01.2016.
2) Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
3) RCM/09-10/BYPL/116 dated 25th June 2010

Sir,

We refer to the aforesaid Correspondence regarding the Annual review on actual Performance as prescribed in the Schedule II for the Delhi Electricity Supply Code and Performance Standards Regulation, 2007, in terms of Regulation 11.2 of DERC (Terms and Condition for determination of wheeling and Retail Supply Tariff) Regulations, 2007, accordingly, the Performance Parameters for the Nov-2016 are being submitted herewith (enclosed as Annexure – 1).

Compensation details are attached as annexure-2.

Thanking You
Yours faithfully,

For BSES Yamuna Power Ltd.

(Gagan B Swain)

Head (BYPL Regulatory)

Encl: As above

Schedule–II

Overall Standards of Performance for Nov-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	Complaints Attended (B)		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	19540	39	19579	99.80%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	279	0	279	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	0	2	100.00%
			2	0	2	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	715	0	715	100.00%
	Restoration of supply by 6:00 PM		714	1	715	99.86%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	6334	0	6334	100.00%
	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)	0.03613			
	SAIDI		0.04223			
	MAIFI		0.00000			
			No. of bills with mistakes during the month		Total bills sent during the month	Standard of Performance achieved (C)
7	Percentage Billing Mistakes	Not exceeding 0.2%	84		1558393	0.0054%
			No. of Meters defected during the month		Total Meters served on last day of the month	Standard of Performance achieved (C)
8	Percentage Faulty Meters	Not exceeding 3%	1208		1564889	0.08%

Annexure-2

No Compensation was paid for the period November 2016

BSES Yamuna Power Limited

Shakti Kiran Building, Karkardooma
Delhi - 110032, India
CIN : U74899DL2001PLC111525
Tel.: +91 11 3999 9808, 3999 7111
Fax: +91 11 3999 9765
www.bsesdelhi.com

Ref No: RA/16-17/BYPL/ 249 Date: 28th Dec 2016

To,

The Secretary
Delhi Electricity Regulatory Commission,
Viniyamak Bhawan, C- Block, Shivalik,
Malviya Nagar, New Delhi – 110017

Sub: Overall standards of performance of Discoms – for Nov 2016.

Ref: 1)Hon'ble Commission's letter no. F.17(85)/Engg./DERC/15-16/4824/3745 dated 19.01.2016.
2) Our Letter's - RCM/BYPL/09-10/32 dated 29th Jan 2010.
3) RCM/09-10/BYPL/116 dated 25th June 2010

Sir,

We refer to the aforesaid Correspondence regarding the Annual review on actual Performance as prescribed in the Schedule II for the Delhi Electricity Supply Code and Performance Standards Regulation, 2007, in terms of Regulation 11.2 of DERC (Terms and Condition for determination of wheeling and Retail Supply Tariff) Regulations, 2007, accordingly, the Performance Parameters for the Nov-2016 are being submitted herewith (enclosed as Annexure – 1).

Compensation details are attached as annexure-2.

Thanking You
Yours faithfully,

For **BSES Yamuna Power Ltd.**

(Gagan B Swain)

Head (BYPL Regulatory)

Encl: As above

Schedule–II

Overall Standards of Performance for Nov-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	Complaints Attended (B)		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	19540	39	19579	99.80%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	279	0	279	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	0	2	100.00%
			2	0	2	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	715	0	715	100.00%
	Restoration of supply by 6:00 PM		714	1	715	99.86%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	6334	0	6334	100.00%
	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)	0.03613			
	SAIDI		0.04223			
	MAIFI		0.00000			

			No. of bills with mistakes during the month	Total bills sent during the month	Standard of Performance achieved (C)
7	Percentage Billing Mistakes	Not exceeding 0.2%	84	1558393	0.0054%
			No. of Meters defected during the month	Total Meters served on last day of the month	Standard of Performance achieved (C)
8	Percentage Faulty Meters	Not exceeding 3%	1208	1564889	0.08%

Annexure-2

No Compensation was paid for the period November 2016