Schedule–II

Overall Standards of Performance for Jan'17

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	26497	26368	129	99.51%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	331	329	2	99.40%
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	682	682	0	100.00%
	Restoration of supply by 6:00 PM		682	679	3	99.56%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	6450	6450	0	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)	0.0462			
	SAIDI		0.0597			
	MAIFI		0.0000			
			Total no. of Bils serverd during the month	No. of bills defective during the month		Standard of Performance achieved ©
7	Percentage Billing Mistakes	Not exceeding 0.2%	1568523	56		0.0036%
			No. of meters in service as on last day of the month	No. of meters faulty during the month		Standard of Performance achieved (C)
8	Percentage Faulty Meters	Not exceeding 3%	1575604	1164		0.07%