Schedule–II

Overall Standards of Performance for Feb-2017

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	19322	19293	29	99.85%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	202	202	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	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	760	760	0	100.00%
	Restoration of supply by 6:00 PM		760	756	4	99.47%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	6694	6694	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)	0.02719			
	SAIDI		0.03292			
	MAIFI		0.00000			

			Total no. of bills served during the month	No. of bills defective during the month	Standard of performance (%)
7	Percentage Billing Mistakes	Not exceeding 0.2%	1572695	74	0.005%
			No. of meters in service as on last date of the month	No. of meters defective during the month	Standard of performance (%)
8	Percentage Faulty Meters	Not exceeding 3%	1580043	948	0.06%