Schedule–II

Overall Standards of Performance for Aug-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	August-2016		Total cases Received/ Reported	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	35307	33	35340	99.91%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	436	2	438	99.54%
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	154	0	154	100.00%
	Restoration of supply by 6:00 PM		154	0	154	100.00%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	8240	30	8270	99.64%
	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)	0.11262			
	SAIDI		0.14694			
	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%	130		1,535,816	0.01%
			No. of defective meters during the month		No. Total meters served as on last day of the month	
8	Percentage Faulty Meters	Not exceeding 3%	1502		1,544,896	0.10%