Schedule–II

Overall Standards of Performance for July-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	July-2016		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	62544	338	62882	99.46%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	497	5	502	99.00%
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	4	0	4	100.00%
			4	0	4	100.00%
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	141	0	141	100.00%
	Restoration of supply by 6:00 PM		140	1	141	99.29%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7424	237	7661	96.91%
	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)	0.12967			
	SAIDI		0.16627			
	MAIFI		0.00000			
7	Percentage Billing Mistakes	Not exceeding 0.2%	130	0	1530329	0.01%
8	Percentage Faulty Meters	Not exceeding 3%	1196	11	1544932	0.08%