Schedule–II

Overall Standards of Performance for Oct-16

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	October-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	35917	96	36013	99.73%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	339	1	340	99.71%
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	7	0	7	100.00%
			7	0	7	100.00%
	Period of Scheduled Outage					
4	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	724	0	724	100.00%
	Restoration of supply by 6:00 PM		724	0	724	100.00%
	Street Light Faults					
5	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	8527	0	8527	100.00%
	Replacement of fused/defective unit					
	Continuity Indices					
6	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)	0.07363			
	SAIDI		0.09375			
	MAIFI		0.00000			
				No. of bills with mistakes during the month	Total bills sent during the month	
7	Percentage Billing Mistakes	Not exceeding 0.2%		109	1549518	0.01%
				No. of Meters defected during the month	Total Meters served on last day of Quarter	
8	Percentage Faulty Meters	Not exceeding 3%		1938	1559248	0.12%