Schedule–II

Overall Standards of Performance for Sep-2016

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	September-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	39520	326	39846	99.18%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	301	1	302	99.67%
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	NA
4	Period of Scheduled Outage					
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	485	0	485	100.00%
	Restoration of supply by 6:00 PM		484	1	485	99.79%
5	Street Light Faults					
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	9203	0	9203	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)	0.07958			
	SAIDI		0.09789			
	MAIFI		0.00000			
			No. of bills with Mistake during the month		Total Bills sent during the month	
7	Percentage Billing Mistakes	Not exceeding 0.2%	118	4	1544696	0.01%
			No. of defective meters during the month		Total Meters served as on last day of the month	
8	Percentage Faulty Meters	Not exceeding 3%	1312	2	1552703	0.08%