Schedule–II

Overall Standards of Performance for Q-2

BSES *Yamuna Power Limited*

Sr No	Service Area	Overall Standard of Performance	July-2016		August-2016		September-2016		Total cases Received/ Reported (A)	Standard of Performance achieved (C)
			Within Specified Time Limit	Above Specified Time Limit	Within Specified Time Limit	Above Specified Time Limit	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	35307	33	39520	326	138068	99.50%
2	Line Breakdowns	At least 95% of cases resolved within time limit in both Cities and Towns and in Rural areas	497	5	436	2	301	1	1242	99.36%
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	2	0	0	0	6	100.00%
			4	0	2	0	0	0	6	100.00%
4	Period of Scheduled Outage									
	Maximum Duration in a single stretch	At least 95% of cases resolved within time limit	141	0	154	0	485	0	780	100.00%
	Restoration of supply by 6:00 PM		140	1	154	0	484	1	780	99.74%
5	Street Light Faults									
	Rectification of line faults	At least 90% cases should be complied within prescribed time limits	7424	237	8240	30	9203	0	25134	98.94%
	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		0.11262		0.07958		0.32187	
	SAIDI		0.16627		0.14694		0.09789		0.41109	
	MAIFI		0.00000		0.00000		0.00000		0.00000	
									Total bills sent during the Quarter	Standard of Performance achieved ©
7	Percentage Billing Mistakes	Not exceeding 0.2%	130	0	130	0	118	4	4610841	0.01%
									Total meters served on last day of the Quarter	Standard of Performance achieved ©
8	Percentage Faulty Meters	Not exceeding 3%	1196	11	1498	4	1312	2	1552703	0.26%